



INTRODUCTION OF THE

ONLINE SELF-SERVICE PORTAL

FOR UPLOADING ELECTRICITY METER READINGS

REVISION 1

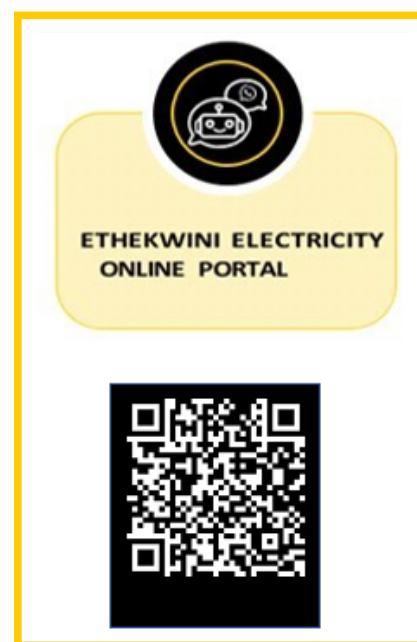
We constantly strive to enhance our services to make your interactive experience with the Municipality more convenient and efficient. We are pleased to introduce our

new Online Self-Service Portal (OSSP) for electricity meter readings. This self-service portal will complement our current meter reading services.



[Click Here to Access the Google Play Store](#)

[Click Here to Access the Apple App Store](#)



[Click Here to Access the Online Portal](#)

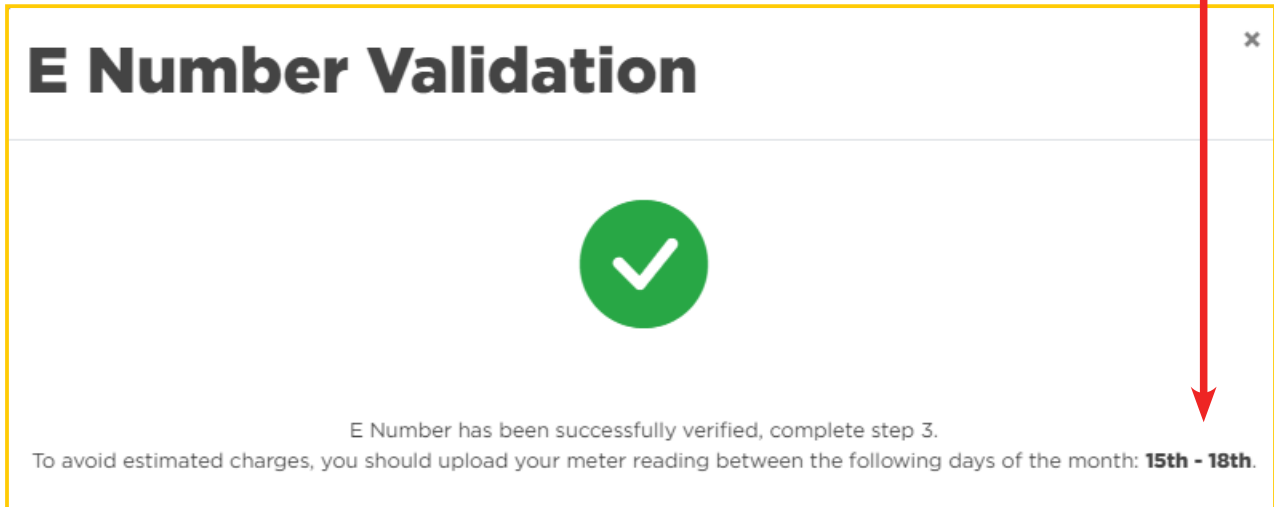
The online portal has been designed to simplify the process of submitting your electricity meter readings. By offering this new online platform, we aim to streamline the meter reading submission process and allow you to update your electricity meter readings from the comfort of your home or office. With more readings being uploaded into the system, there will be less reliance

on estimated consumption. This will result in a more accurate electricity account.


You must consult your account to obtain your connection and meter number to complete the online meter reading upload process. You must also locate your meter onsite and take down the reading, which could then be uploaded via the online portal.

We encourage you to upload your electricity meter reading at least once per month. Each account has a specific read cycle period during which you must upload your reading to avoid estimates. This read cycle period

differs per customer, and your read cycle period will be displayed to you via the online portal once you validate your reference connection number (i.e., E Number) in step two of the five-step process.



E Number Validation



E Number has been successfully verified, complete step 3.
To avoid estimated charges, you should upload your meter reading between the following days of the month: **15th - 18th.**


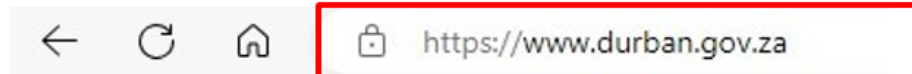






If you load your reading outside the specific read cycle period, your account will be billed based on actuals and estimates. However, your estimates will be based on the last uploaded reading, which will more

accurately reflect your usage.

We trust that you will enjoy using the online self-service portal, and we encourage you to upload your electricity readings monthly



HOW TO ACCESS THE ONLINE METER READING PORTAL

<p>Step 1</p> 	<p>Open your web browser and type: https://www.durban.gov.za</p> 
<p>Step 2</p> 	<p>Click on Residents:</p> 
<p>Step 3</p> 	<p>Click on Electricity Services:</p> 
<p>Step 4</p> 	<p>Click on Meter Reading:</p> 



HOW TO UPLOAD YOUR ELECTRICITY METER READING

Step 1: Obtain your eThekweni municipal account

You will receive your account via email if you have registered to do so. If you do not have your account, you may visit any of the customer service centers for a print out.


You may also visit eServices: <https://eservices.durban.gov.za/v2/> to register an online profile and receive your account via email.

Sample bill:

Tax Invoice No. : 8123456789024/02/01

MR T EDISON
1 JELF TAYLOR CREK
STAMFORD HILL
DURBAN
4000

**THE METRO BILL
REVENUE DEPARTMENT**
PO Box 828, Durban, 4000
Tel: (031)324 5000
<https://correspondence.durban.gov.za:200/>
Web: www.durban.gov.za
Council VAT Registration No.: 488 019 3505
Post Office Allocation code 0018



81234567890

pay@ 1 1350 0812 3456 7890

Your Bill Details

Date	Account Number	VAT Number	Guarantee (R)	Deposit (R)
2024/02/18	81234567890	N/A	0.00	300.00

Step 2: Enter your electricity reference number (E number) from your municipal account

Your E number can be found within the Electricity section of your account. Insert the reference number and press **VALIDATE**. Should your reference number be successfully validated, you may proceed to Step 3.

Sample bill:

Business And Residential Electricity

Reference - **E0123456** 1 JELF TAYLOR CRESCENT,
Residential 1 Phase - Scale 4

CT Ratio| 1.00000| |VT Ratio| 1.00000|

VALIDATE



Step 3: Enter the missing digits of your meter number

Your meter number can be found within the Electricity section of your account. The meter number may be a combination of letters and numbers. Please insert the MISSING DIGITS to validate your meter number. Upon successfully validating your meter number, the input block will turn green.

Sample:

Meter No.	Register	Previous Meter Reading	Date	Reading
0987653S	Energy	2024/01/13	83908.00000	
Service from 2024/01/13 to 2024/02/13				30 days

Last four missing digits

Step 4: Enter your name, surname and contact details

These details would be used to make contact with you should we need to verify your reading or arrange for a physical site inspection of the meter. e.g. of contact number 0821234567

Step 5: Select the date and enter the reading

07/05/2024




Enter your meter reading



Step 6: Complete the hCaptcha and press submit

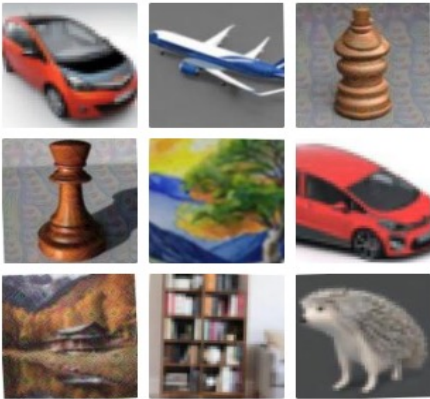
Step 6 (a)
Click Here

I am human


hCaptcha
Privacy - Terms

Step 6 (b)
Select the correct item(s)



Please select the items that need combustion engine to operate.
If there are None, click Skip



Step 6 (c)
Press Submit

SUBMIT

EN

Skip

Press the INFO button at each step if you require further information online.

