



INTRODUCTION OF THE

ONLINE SELF-SERVICE PORTAL

FOR UPLOADING ELECTRICITY METER READINGS

REVISION 2

We are committed to continuously improving our services to enhance your interactive experience with the municipality. We are pleased to announce the launch of our Electricity Whatsapp Chatbot Self-Service option for meter reading submissions.

This new feature complements the online self-service portal that was introduced earlier this year, providing you with an additional convenient option set to help you manage your municipal services.



ETHEKWINI
MUNICIPALITY
MOBILE APP



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ETHEKWINI ELECTRICITY
ONLINE PORTAL



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ETHEKWINI ELECTRICITY
WHATSAPP CHATBOT



[Scan the QR Code to access WhatsApp Chatbot](#)

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 or on our Electricity Whatsapp Chatbot

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

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



HOW TO UPLOAD YOUR ELECTRICITY METER READING

Step 1: Obtain your eThekwinini 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 CRESC
STAMFORD HILL
DURBAN
4000

THE METRO BILL
REVENUE DEPARTMENT
PO Box 828, Durban, 4000
Tel: 0311324 5000
<https://correspondence.durban.gov.za:200/>
Web: www.durban.gov.za
Council VAT Registration No.: 488 019 3505


Post Office Allocation code 0018

01231557997

pay@1 1350 0812 3456 7890



Your Bill Details

Date	Account Number	VAT Number	Guarantee (R)	Deposit (R)
2024/02/18	81234567899	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|

E

VALIDATE

An aerial night view of a city skyline, likely Durban, with numerous buildings illuminated and their lights reflecting on the water in the foreground. The sky is dark, and the city lights create a vibrant contrast.

×

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


Privacy - Terms

SUBMIT



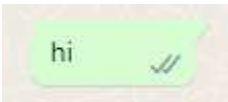
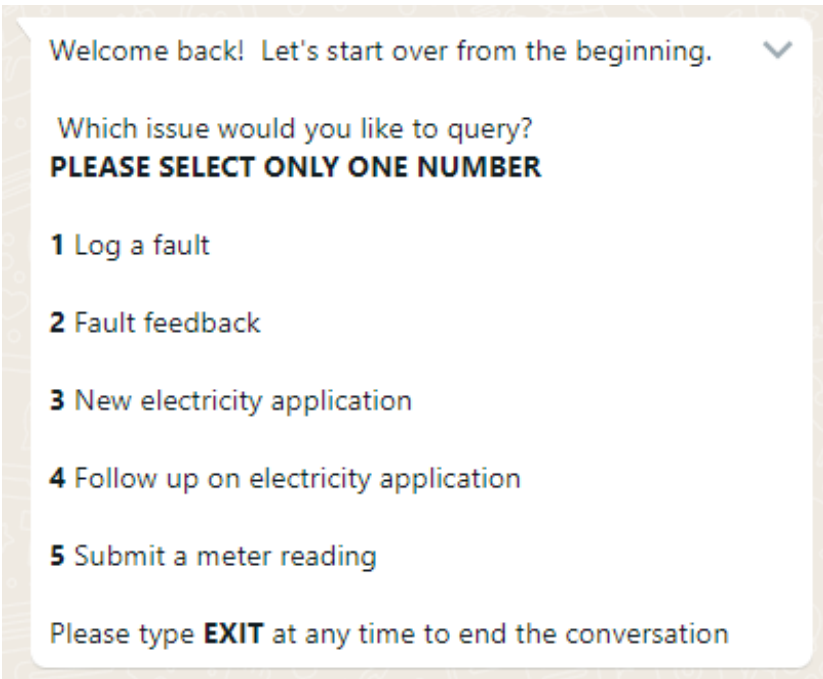


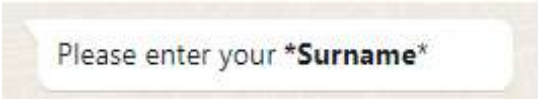
Step 6 (b)
Select the
correct
item(s)

Step 6 (c)
Press Submit

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



SUBMIT YOUR ELECTRICITY METER READING VIA WHATSAPP CHATBOT

1	<p>Open WhatsApp and send a " Hi " message to 076 791 2449.</p> 
2	<p>The Chatbot will offer you the following prompts. Select 5 to submit a meter reading.</p>  
3	<p>You will be prompted to enter your first name.</p> 
4	<p>You will be prompted to enter your surname.</p> 



5	<p>You will be prompted to enter your contact number.</p> <div>Please enter the *contact number* you wish to be contacted on.</div>																				
6	<p>You will be prompted to enter your “E “number.</p> <div>Please enter your electricity reference number (E number) from your principal account. *Note: Your E number can be found within the electricity section of your account.*</div> <p>The “E” Number can be found on your Municipal Account.</p> <p>Sample bill:</p> <p>Business And Residential Electricity</p> <p>Reference - E0123456 1 JELF TAYLOR CRESCENT, Residential 1 Phase - Scale 4</p> <p>-----</p> <p>CT Ratio 1.00000 VT Ratio 1.00000 </p> <p>-----</p>																				
7	<p>You will be prompted to enter your meter number.</p> <div>Enter the missing digits of your meter number: 565_ _ _ S. *Note: 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.*</div> <p>The Meter Number can be found on your Municipal Account.</p> <p>Sample:</p> <table><tr><td>Meter No.</td><td> Register</td><td> Previous Meter Reading</td><td> </td></tr><tr><td>-----</td><td> </td><td> Date </td><td>Reading </td></tr><tr><td>0987653S</td><td> Energy</td><td> 2024/01/13 </td><td>83908.00000 </td></tr><tr><td>-----</td><td></td><td></td><td></td></tr><tr><td colspan="4">Service from 2024/01/13 to 2024/02/13 30 days</td></tr></table>	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			
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Service from 2024/01/13 to 2024/02/13 30 days																					



8	<p>You will be prompted to enter your reading date.</p> <div>Please enter the reading date in the following format dd/mm/yyyy.</div> <p>Example: 04/09/2024</p>
9	<p>You will be prompted to enter your reading.</p> <div>Please enter the meter reading.</div>
10	<p>Your reading will be uploaded, and feedback will be provided regarding the upload status.</p> <p>The upload process may take a few seconds to complete.</p> <div><div>Submitting your meter reading please wait...</div><div><div>Submission complete</div><div>Meter reading has been captured successfully.</div><div>E number: E6172394</div><div>Meter reading: 65764</div><div>Date of reading: 2024-09-04</div><div>Date of capture: 2024-09-04</div><div>Have a good day further.</div></div></div>

