

YOU CAN NOW DO YOUR OWN METER READING

There is no reason why Ekurhuleni residents should receive interim billing for water and electricity consumption due to problems such as obstructed meters and locked gates.

Consumers can submit meter readings directly or arrange for after hour readings.

The Ekurhuleni Metropolitan Municipality has introduced various ways of capturing meter readings to complement the current door-to-door method. Residents have an option of sending readings either by calling a dedicated call centre, SMSing, emailing or making arrangements for their meters to be read after hours.

“This is part of tightening our processes to ensure the accurate reading of meters and therefore address the issue of interim readings,” explains municipal spokesperson Zweli Dlamini, adding that the alternative methods do not mean that meter readers will no longer visit customers but they are a complementary service to ensure that no meter goes unread.

Motla Consulting Engineers is the service provider appointed to do the meter readings for electricity and water on behalf of the Council.

To make arrangements for meters to be read after hours, customers can contact Motla’s call centre on 086 106 6852 (086 10 motla). This number is strictly for this purpose and not for any other communication with the municipality.

Otherwise to SMS readings customers can follow the following process:

Simply SMS: ‘REGISTER’ followed by your municipality account number to 40882. Example: ‘REGISTER 123456789. You only need to register once and you will be sent a notification SMS after registration.

After registering you can submit your meter readings by sending the following SMS messages to 40882:

- To submit water meter readings SMS ‘SET WATER’ followed by your meter reading. Example: ‘SET WATER 5467.
- To submit your electricity meter readings SMS ‘SET ELEC’ followed by your meter reading. Example: ‘SET ELEC 8541.

Residents are urged to submit water and electricity readings in two separate SMS messages. The SMSes will be charged at R3.00 each and free SMSes do not apply.

“Should you need to send through your own readings, this can be done by determining when the readings must be taken and sent through to Motla. The readings sent through are captured directly on the server and in the data base. A return SMS will be sent to the resident to confirm the successful submission of the reading. For this reason the SMS sent will be charged for,” explains Dlamini.

Readings can also be sent through via the website of Motla at www.motla.co.za. Visit the link ‘Ekurhuleni Customer’ and choose ‘Online Meter Reading Submissions’. A simple registration process must then be followed. A specific user name and password will be sent to the customer after registration via e-mail. This will ensure that only the user has access to his/her account details.

END

Issued by

Zweli Dlamini (Spokesperson)
082 573 6464
011 999 0098