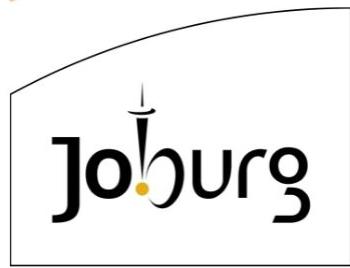


UNDERSTANDING THE SUBMISSION OF METER READINGS ON e-JOBURG

Before submitting your meter reading on e-Joburg, please note the following:

- You must first register on e-Joburg, once you are registered, you must link your account number to your profile by entering the PIN Number printed on your most recent statement.
- Select the specific meter on your account and note the reading.
- Customers should check when their meters will be read and when they will be billed. For those submitting their own reading please make sure it is one (1) week before the billing date. You can download your reading schedule on e-Joburg.
- Each meter has its own individual number, which will form part of the recording process.
- We do check the consumption against your consumption history, and if your reading is particularly high or low, you will need to give us a reason for the difference.
- Your reading will be accepted, but will be verified by our meter readers.
- Your reading will stay in the system until the next billing cycle. Your reading will then be used to bill you.
- The best time to submit your meter readings is about 15 days before the payment due date. So if your due date is 1st, then your reading should be recorded on 15th.



eJoburg

a world class African city

Need help in locating your meter?
call 0860 562 874 for assistance