Step-By-Step Guide to Submitting Your Meter Readings

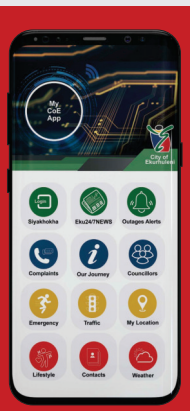
Are meter readers able to access your meter? Tired of interim readings?

The City of Ekurhuleni brings you the self-help meter readings system that allows you to submit your own readings to be billed for your actual usage.

Here is a step-by-step guide on how to submit your own meter readings.

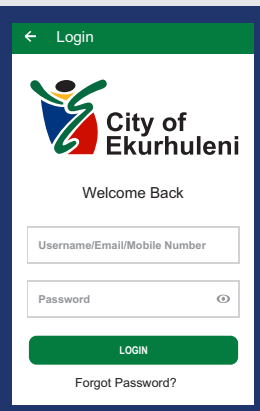
STEP 1

- Click on the Siyakhokha icon on your cellphone. If you do not have it, download it from the PlayStore or AppStore.
- Register on Siyakhokha and once done, you will have a *Username* and *Password*.
- Click on *Login.*



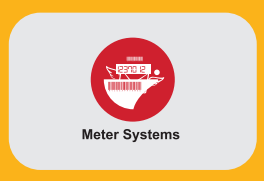
STEP 2

- Open the Siyakhokha App and put in your *Username* and *Password.*
- Click on *Login.*



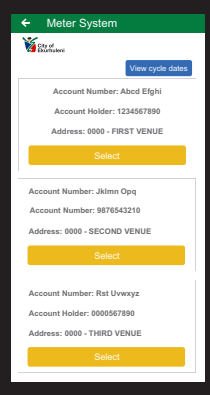
STEP 3

- Select the *Meter Systems* tab.



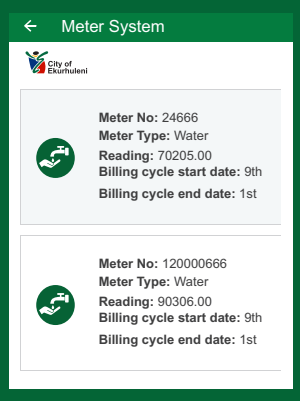
STEP 4

- You will be directed to a list of all your accounts that are linked to Siyakhokha (if you have multiple properties, all accounts will display).



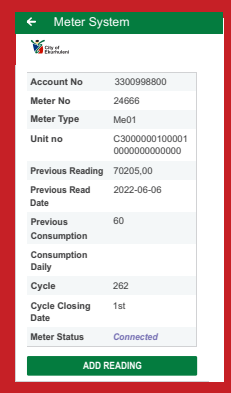
STEP 5

- Select the meter from the provided list



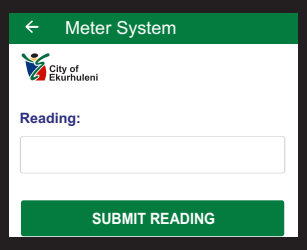
STEP 6

- Once meter details are displayed, click *Add Reading* to capture current readings
- Readings must be submitted according to the billing cycle dates – this will show on the system.



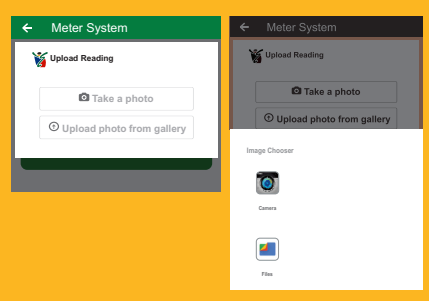
STEP 7

- Type in the current meter reading – the digits in black and white



STEP 8

- Select whether you want to take a photo of the current reading or upload a photo of the meter reading from your photo gallery on your phone
- Select the application to be used for this action



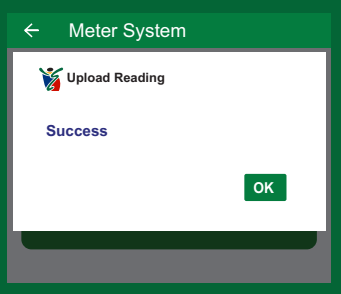
STEP 9

- Take a picture by clicking on the *Camera icon*
- Click on the tick to save the image.



STEP 10

- A pop-up notification will display the Reading Status as *Success*.



In just 10 easy steps your readings will be submitted and you will be billed for the water and electricity you have used.

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City of Ekurhuleni