



Smart Water Customer App Guide

2026

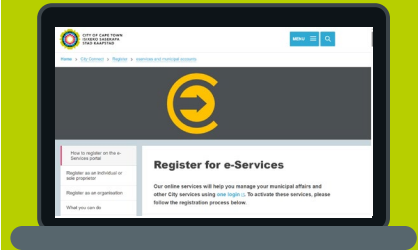
Quick start access to your smart water meter data



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

A

Opt-In and generate a token on e-Services



Log in to e-Services



Click on Municipal Account



Click on Meter Data Opt-In/Opt-Out



Tick check box to grant permission



Switch the Opt-In/Opt-Out toggle to IN for relevant meter



Click Submit, Then OK

Token Displayed

Meter number: 9012..
Token: 123454

Write down the token and corresponding smart meter number

B

Link your meter in the City of Cape Town app

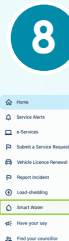


Download on the App Store

GET IT ON Google Play



Open the City of Cape Town app



Select Smart Water from the menu



Token Displayed

Meter number: 9012..
Token: 123454

Enter the meter serial number and generated token



Follow the on-screen instructions



Successfully linked

Your smart meter data will be available within 48 hours



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1. Introduction



Welcome to Smart Water

Your water information, available in the City of Cape Town mobile app



Your smart water meter

You have recently been upgraded to a smart water meter as part of the City of Cape Town's Advanced Metering Infrastructure (AMI) programme.

[Learn more about AMI >](#)



Smart Water in the City app

As part of this programme, you now have access to information about your water consumption via the City's mobile application. The Smart Water tab will be live in the City's app for customers with a smart water meter.



Greater visibility and control over your water usage



One secure app for City services

The app is part of the City's broader digital journey to connect customers to City services through a single, secure mobile app.

What you can do with Smart Water

1



View usage

View your daily, weekly, monthly and historical water consumption.

2



Monitor trends

Monitor water usage trends over time.

3



Receive notifications

Receive notifications about unusual water usage patterns.

4



Download history

Download your water consumption history.

5



Give others access

Give additional users, such as tenants or household members, access to your smart meter data.

6



Future features

Access other smart water features made available by the City in future.



What this guide covers

This guide shows you how to link your smart water meter from e-Services to the app, read your usage, understand alerts and share access with your household.

What is the Smart Water / AMI programme?

1

What is AMI?

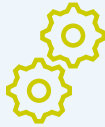
AMI (Advanced metering infrastructure) is the City's smart water metering programme. It enables water meter information to be digitally collected instead of relying on manual water meter readings.



2

Why is the City doing this

Modernise water services



Improve Visibility of Consumption



Support better water management



Build more digital, responsive customer services



3

What it means for Customers

View recent water usage information



Understand usage trends over time



Receive selected alerts where data is available



Access better information to help manage water use



4

Important to Understand

The app is part of a broader journey, not a once-off launch.



Features will improve over time as the service evolves



Data may not always be available immediately or continuously



Alerts are guidance tools and not always a confirmed diagnosis



What is a smart meter and how does it differ from a mechanical meter?

A smart meter is a modern digital device that tracks water use and sends the information automatically. It includes advanced features like remote reading, leak detection, near-real-time analysis, and compatibility with other smart systems

Mechanical Water Meter

- ▶ A mechanical water meter measures the volume of water flowing through a pipe without requiring electrical power.
- ▶ It works using **a movable component**, like a piston or turbine, that moves as water flows through the meter.
- ▶ The water usage is displayed on an analogue dial or series of dials connected to the measuring chamber by gears.
- ▶ These meters **require manual reading and recording of data**.



Limitations of Mechanical Meters:

- ▶ Over time, mechanical **parts can wear out, reducing accuracy, and under-reading consumption**.
- ▶ They **do not** provide detailed **usage data or near-real-time monitoring like smart meters**.
- ▶ Their functionality is basic, limited to measuring water flow.

Static Smart Water Meter

- ▶ A smart water meter is **a digital device** that accurately measures water usage, stores the data, and sends it wirelessly to a central system. This enables efficient operations, including remote reading, monitoring, and management.
- ▶ The City of Cape Town has chosen static smart meters, **which measure water flow without any moving parts**. This design ensures **durability and long-term reliability**, avoiding issues **like wear and tear seen** in mechanical meters.

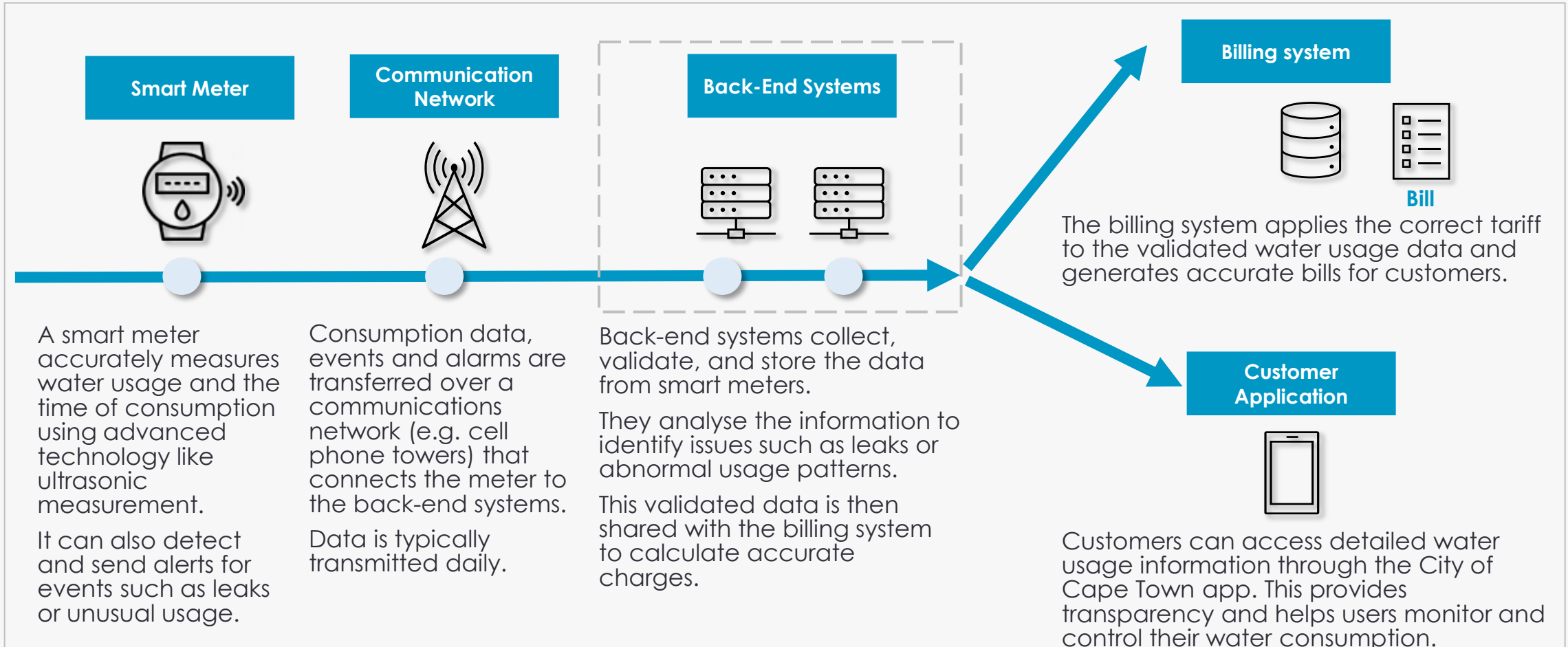


Key Features:

- ▶ Static meters provide precise water usage data, unaffected by mechanical wear.
- ▶ **Data is automatically sent to a central system**, eliminating the need for manual meter readings.
- ▶ The **meters can detect leaks and unusual water usage patterns, helping to prevent water loss and reduce costs**.
- ▶ Powered by a long-lasting battery with a lifespan of 12–15 years, ensuring minimal maintenance.
- ▶ Features a clear digital screen for easy on-site readings when necessary.
- ▶ **Meters are equipped with an anti-tamper mechanism**.
- ▶ Advanced encryption protects customer information and ensures data integrity.
- ▶ Compatible with smart systems for better water management and operational efficiency.
- ▶ Supports water conservation by **providing detailed usage insights and enabling proactive issue resolution**.
- ▶ For specific cases, such as excessive water users or repeated non-payment, remote flow restrictor valves may be installed separately. These allow controlled water supply adjustments without requiring physical intervention.

How does a smart meter work?

AMI is a system that connects smart meters to the utility through communication networks and secure data management systems. It enables accurate billing, quick leak detection, and real-time usage updates for customers. The diagram below explains how the system works.



What customers should expect in this first version

1

Getting started

Install or open the City App



Get your token from e-Services



Link your smart water meter



Start viewing your smart water information



2

What the app helps you do

View recent usage information



See usage trends over time



Receive selected alerts where data is available



Download and review consumption information



3

Important to know

The app is a helpful information tool



It does not replace your municipal bill



App periods and billing periods may differ



Data may not always appear immediately



4

This is a phased digital journey

This is the first version of the Smart Water service



Features will improve over time



Wording, alerts and customer guidance will continue to be refined



The City will learn and improve as the customers use the service



Understanding alerts and water usage information

1

How to Read Alerts



Alerts and early warnings

The app highlights unusual consumption patterns that may need your attention



Not every alert confirms a fault

A possible leak, burst or abnormal flow still needs to be checked at the property.



Check before taking action

Look for open taps, irrigation, toilet leaks or unusual use before assuming there is a problem



Alerts help you act sooner

They are designed to help Customers respond quickly And manage water use better

2

What to Expect from the Data



Data may not always be real time

Meter readings and app updates may appear with delay depending on communications and processing.



App may differ from your bill

The app is a consumption insight tool. Billing periods may differ from the app display period



Some features will improve over time

The city will continue refining the app, wording, alerts and customer guidance in future releases



Your experience will evolve

As more meters and data become available, the app will continue to improve

Understanding alerts and water usage information (cont.)

3

If You
Need
Help



Step 1

Review the alert or
screen message



Step 2

Check the property and water
use



Step 3

Use the customer guide/FAQ



Step 4

Contact the City support
channel if needed

KEY
MESSAGE



The Smart Water App is designed
to give customers better visibility
of their water use, while the City
Continues building and improving
the service over time



The app is part of the City's wide smart
water journey to improve service
delivery, customer insight and
responsible water use



SMART



SERVICE



INSIGHT

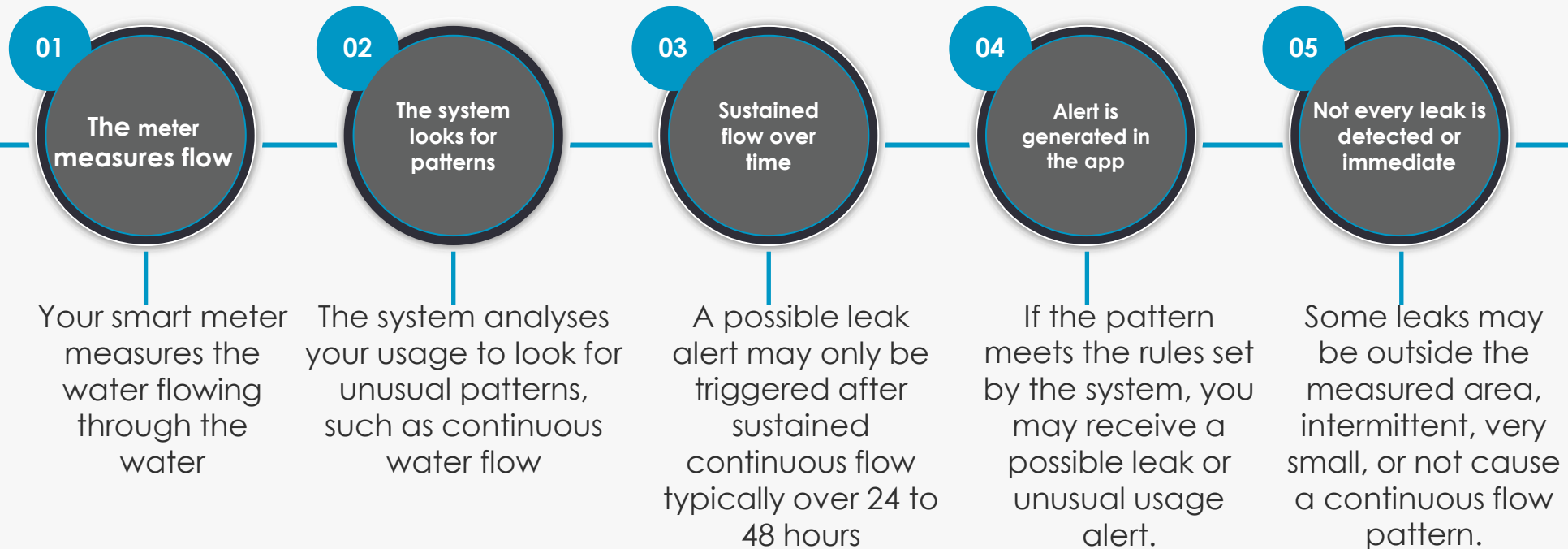


SUSTAINABLE

Understanding leak alerts

i The smart water app uses information from your smart water meter to help identify unusual water usage patterns.

How leak alerts work



i The app is a helpful early-warning tool not an instant leak detector

Understanding leak alerts (cont.)

What should you still do?



Check your property regularly



Report visible leaks or water faults



Contact the City through normal channels



Check your municipal accounts



Maintain your plumbing and installations.



Important to understand

The Smart Water app does not replace physical checks on your property or the City's normal service channels.



The meter measures water flowing through the meter and alerts are based on patterns in that data

- ▶ A possible leak alert may only appear after sustained continuous flow (for example 24 to 48 hours)



If you see a leak please report it through the normal city channels even if no app alert has been received

A digital journey, not a once-off launch



How we protect your data

Secure by design

- Built with security from the start. Strong encryption protects your data in transit and at rest.

Access is controlled

- Only authorised City systems and people can access your data, based on their role.

Monitored and audited

- All access and changes are logged and regularly reviewed.

Compliant and accountable

- We comply with South African laws (including Protection of Personal Information Act (POPIA)) and City policies.

Trusted technology

- We use secure, reliable platforms and follow industry best practices.



Your privacy is respected

We collect only what we need

- Only the data required to provide smart water services.

We do not sell your data

- Your information is never sold or shared for marketing.

We share only when allowed

- Data is only shared with trusted partners, when necessary and with proper controls.

We keep it as long as needed

- We retain your data only as long as required for legal, operational or service reasons.



Data quality you can rely on

Accurate

- We work hard to ensure your data is correct.

Up to date

- We process and update data regularly.

Consistent

- We follow standards so your data is consistent across City systems.

We fix issues

- If something looks wrong, we investigate and fix it quickly.



We are on a journey

Today

- See your usage, get alerts and manage your water.

Next

- More insights, smarter alerts and improved experience.

Later

- New features, more choices and even better ways to save water.

Together

- A digital journey built with you, for a smarter, sustainable City.

2. Opt-In and generate token on e-Services



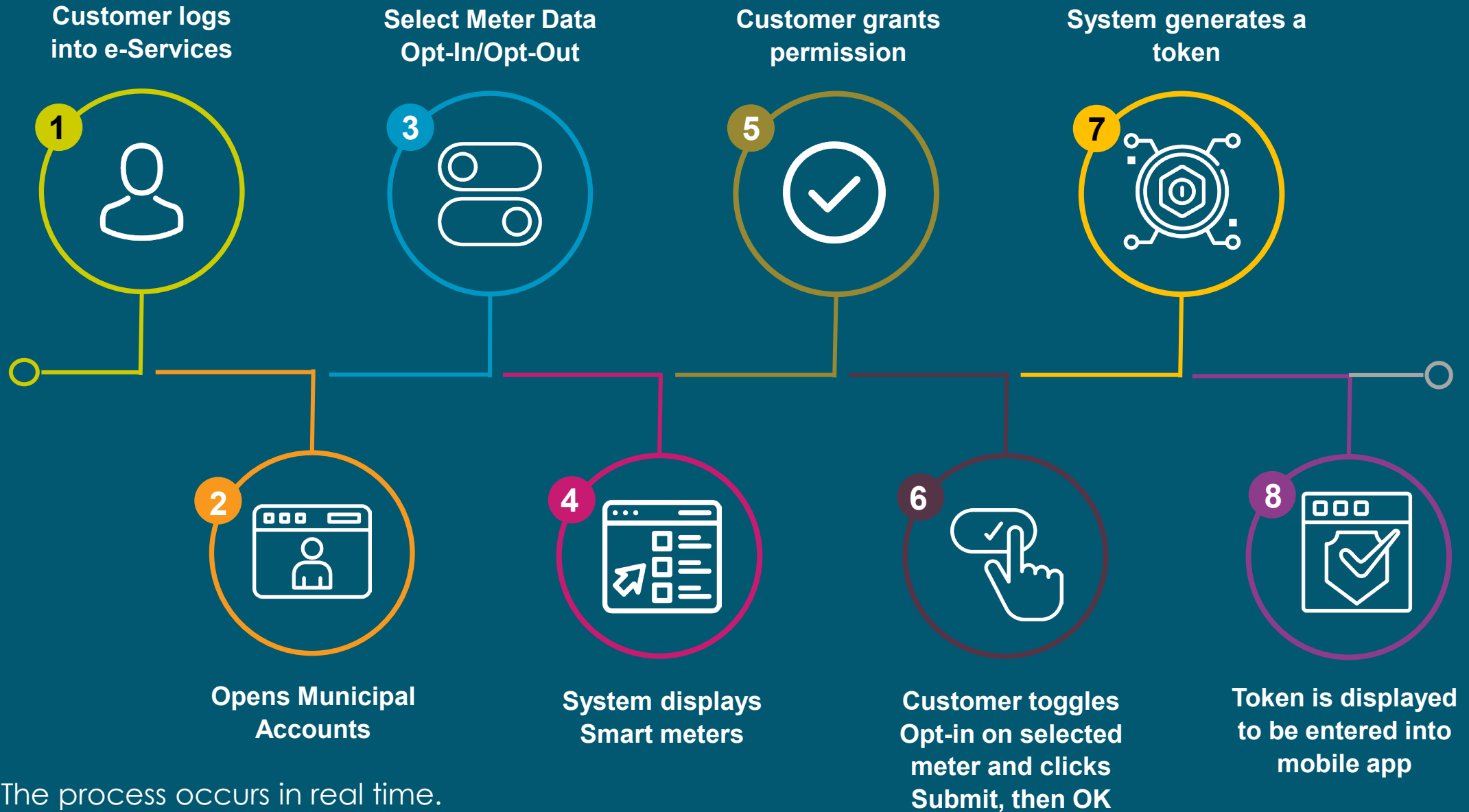
Opt-In on e-Services

- You need to be registered on the City of Cape Town's e-Services website – if you are not already, register here: [User registration](#). You can access Frequently Asked Questions about e-Services here: [e-Services FAQ](#)
- In order to access your smart meter data through the City's mobile app, you must first grant permission ("Opt-In") using the Smart Water Meter Data Opt-In/Opt-Out functionality on e-Services.
- This functionality enables customers to grant or revoke permission for their smart water consumption data to be shared with the app.

The functionality allows customers to:

- View linked smart meters.
- Grant permission to share consumption data.
- Revoke permission.
- Receive an authentication token to register on the app.
- Access consumption information through the City's mobile app.

Opt-In Process:





STEP 1: Login to the e-Services Portal

eservices.capetown.gov.za/irj/portal



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Making progress possible. Together.

e-Services

Username *

Password *



CU0000000000
qaeservices.capetown.gov.za

Other Passwords for capetown.gov.za...

Enter your login
credentials

Not registered yet? [Register here](#)

Forgotten your password? [Reset your password here](#)

Forgotten your username? [Retrieve your username here](#)

Missing password e-mail? [Check/change your e-mail address here](#)

Frequently asked questions? [Find e-Services FAQ here](#)



STEP 2: Municipal Accounts

The screenshot shows the City of Cape Town e-Services landing page. The header includes the City of Cape Town logo and name in English, Afrikaans, and Dutch. The user is logged in as 'Mr SP Le Roux'. The main navigation bar has 'Municipal Accounts' and 'General' tabs. The 'Municipal Accounts' section is active, displaying a grid of service tiles. A red box highlights the 'Municipal Account' tile, and a blue arrow points to it from a text box on the right. The 'General' section is also visible below.

Municipal Accounts General

Municipal Accounts

- Enter meter readings
- Municipal Account**
- Smartmeter
- Property Valuation Objection
- eBilling
- Online Rebates

General

- Contact us
- Frequently asked questions
- My user profile
User details
- My user roles
Organisation role as...
- Service Registration
for Supplier Self Ser...
- My services
- Organisations

Select the '**Municipal Account**' tile on the e-Services landing page



STEP 3: Municipal Accounts → Opt-In/Opt-Out

Municipal Accounts and Services

 Mr. JOHN DOE (1000000000)

Account Information  Invoices, account sta...	Meter Readings  Results, consumption	Enter Meter Reading(s)  Enter readings	SMS Un/Subscription  SMS subscription/un...	Contact Us  How to contact us	Meter Data Opt-In/Opt-Out  Opt-in to make your ...
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Click on the **'Meter Data Opt-In/Opt-Out'** tile to view Smart Meters registered under the customer's account



STEP 4: Welcome page

< Opt-In/Opt-Out

 **Mr. JOHN DOE (1000000000)**

Smart Meter Details	Generated Token	Opt-In/Opt-Out
90745010000001 RIDGEWORTH, HILLSIDE ROA	 Welcome	
90745010000002 RIDGEWORTH, HILLSIDE ROA	By opting in, you can generate a token which grants you access to view your smart meter water consumption data in the City's mobile app.	

☐ I grant the City permission to make the smart meter consumption data available on the mobile app. *

Municipal Account

A welcome pop-up screen is displayed. Click 'Ok' to view smart meters



STEP 5: Viewing your smart meters

The system displays:

- Customer Name and Business Partner number
- Smart Meter serial number (starts with 9012...)
- Property address
- Generated token (if applicable)
- Opt-In/Opt-Out status

Only smart meters linked to the customer are displayed.

Opt-In/Opt-Out

 **Mr. JOHN DOE (1000000000)**

Smart Meter Details	Generated Token	Opt-In/Opt-Out
90745010000001 RIDGEWORTH, HILLSIDE ROAD 14		☐ OUT
90745010000002 RIDGEWORTH, HILLSIDE ROAD 14		☐ OUT



A list of smart meter properties registered under the customer's account is displayed.

☐ I grant the City permission to make the smart meter consumption data available on the mobile app. *

Submit

Cancel

Municipal Account



STEP 6: Granting Permission

Before submitting a request, customers must accept the consent agreement:

“I grant the City permission to make the smart meter consumption data available on the mobile app”

The permission checkbox is mandatory.

After confirmation:

- Permission is saved.
- Token is generated.
- Information is sent to the system.
- Success message is displayed.

Opt-In/Opt-Out

Mr. JOHN DOE (1000000000)

Smart Meter Details	Generated Token	Opt-In/Opt-Out
90745010000001 RIDGEWORTH, HILLSIDE ROAD 14		☐ OUT
90745010000002 RIDGEWORTH, HILLSIDE ROAD 14		☐ OUT

Municipal Account

☒ I grant the City permission to make the smart meter consumption data available on the mobile app. *

Submit Cancel



STEP 7: Authentication Token (Opt-In Process)

To grant access to your smart meter data, move the Opt-In/Opt-Out toggle to the **IN** position, tick the permission agreement box, then click **Submit**.

The screenshot shows a mobile app interface for the 'Opt-In/Opt-Out' process. At the top, there's a back arrow and the title 'Opt-In/Opt-Out'. Below this is a 'Municipal Account' section with a user icon and the name 'Mr. JOHN DOE (10000000000)'. The main content area is divided into three columns: 'Smart Meter Details', 'Generated Token', and 'Opt-In/Opt-Out'. The 'Smart Meter Details' column lists two smart meters with their IDs and addresses. The 'Opt-In/Opt-Out' column shows a toggle switch for each meter, currently set to 'OUT'. A callout box points to the first 'IN' position. At the bottom, there's a checkbox labeled 'I grant the City permission to make the smart meter consumption data available on the mobile app.' with a red asterisk. A callout box points to this checkbox. At the very bottom, there are 'Submit' and 'Cancel' buttons. A callout box points to the 'Submit' button.

Opt-In/Opt-Out

Municipal Account

Mr. JOHN DOE (10000000000)

Smart Meter Details	Generated Token	Opt-In/Opt-Out
90745010000001 CAPE TOWN, WATER WAY 1		IN
90745010000002 CAPE TOWN, WATER WAY 1		OUT

1. Tick the permission agreement box

2. Click the Opt-In/Opt-Out toggle to the **IN** position

3. Click **Submit** to Opt-In and generate token

☒ I grant the City permission to make the smart meter consumption data available on the mobile app. *

Submit Cancel



STEP 8: Authentication Token (Opt-In Process)

Municipal Account

Opt-In/Opt-Out

Mr. JOHN DOE (1000000000)

Smart Meter Details

90745010000001	CAPE TOWN, WATER WAY 1
90745010000002	CAPE TOWN, WATER WAY 1

Generated Token

Opt-In/Opt-Out

☒ Success

You have successfully granted the City permission to access this meter's consumption data and make it available on the app. You will need to copy and paste your generated token into the app where prompted.

OK

☐ I grant the City permission to make the smart meter consumption data available on the mobile app. *

Once the permission request has been processed successfully, a confirmation pop-up is displayed. Review the message and select **OK** to proceed



STEP 9: Authentication Token (Opt-In Process)

A unique token will be **displayed** in the 'Generated Token' column next to the corresponding meter.

Write your meter number and this token number down – you will need to enter these into the customer app when prompted.

Note the token is only displayed on screen and not sent to you, therefore write it down.

A unique token is generated for every smart meter and is linked to the customer.

The screenshot shows a mobile application interface titled "Opt-In/Opt-Out". At the top, it displays "Municipal Account" and a user profile for "Mr. JOHN DOE (1000000000)". Below this is a table with three columns: "Smart Meter Details", "Generated Token", and "Opt-In/Opt-Out".

Smart Meter Details	Generated Token	Opt-In/Opt-Out
90745010000001 CAPE TOWN, WATER WAY 1	582641	☒ IN ☐
90745010000002 CAPE TOWN, WATER WAY 1		☐ OUT

A blue callout box points to the token "582641" with the text: "A unique token is successfully generated".

At the bottom, there is a checkbox labeled "I grant the City permission to make the smart meter consumption data available on the mobile app." which is checked. To the right of the checkbox are "Submit" and "Cancel" buttons.

Opt-out Process



Opt-out Process

If you no longer want to give the app access to your smart meter data, you may revoke permission at any time.

The system:

- Updates the permission status.
- Deactivates the token.
- Sends the revocation to the backend system.
- Updates processing status.

The customer receives the following message:

“You have successfully withdrawn access to this meter's consumption data.”

Following successful revocation, the mobile app stops displaying data for that meter.



STEP 1: Opt-Out Process

Should you wish to opt-out, navigate to the Opt-In/Opt-Out page:

- Login to e-Services
- Select the 'Municipal Account' tile
- Click on the 'Meter Data Opt-In/Opt-Out' tile

Then Move the Opt-In/Opt-Out toggle switch to the **OUT** position for the required meter, and click **Submit**

Opt-In/Opt-Out

Municipal Account

Mr. JOHN DOE (1000000000)

Smart Meter Details	Generated Token	Opt-In/Opt-Out
90745010000001 CAPE TOWN, WATER WAY 1	582641	☒ IN ☐ OUT
90745010000002 CAPE TOWN, WATER WAY 1		☐ IN ☒ OUT

1. Move the Opt-In/Opt-Out toggle switch to the **OUT** position to withdraw permission for this smart meter's consumption data to be shared with the City Mobile .

2. Click **Submit** to confirm the change.

☐ I grant the City permission to make the smart meter consumption data available on the mobile app. *



STEP 2: Opt-Out Process

<

Opt-In/Opt-Out



Mr. JOHN DOE (1000000000)

Smart Meter Details	Generated Token	Opt-In/Opt-Out
90745010000001 RIDGEWORTH, HILLSIDE ROAD 14	? Confirm Opt-Out Are you sure you want to opt-out of this smart meter? OK Cancel	☐ OUT
90745010000002 RIDGEWORTH, HILLSIDE ROAD 14		☐ OUT

Municipal Account

☐ I grant the City permission to make the smart meter consumption data available on the mobile app. *

Submit

Cancel



A confirmation message is displayed before permission is withdrawn. Select **OK** to confirm the opt-out request or **Cancel** to return without making any changes.



STEP 3: Opt-Out Process

<

Opt-In/Opt-Out



Mr. JOHN DOE (1000000000)

Smart Meter Details	Generated Token	Opt-In/Opt-Out
90745010000001 RIDGEWORTH, HILLSIDE ROAD	☒ Success	☐ OUT
90745010000002 RIDGEWORTH, HILLSIDE ROAD	☐ Success	☐ OUT

You have successfully withdrawn access to this meter's consumption data.

OK

Municipal Account



☐ I grant the City permission to make the smart meter consumption data available on the mobile app. *

Submit

Cancel

The confirmation message indicates that access to the smart meter consumption data has been successfully withdrawn. The associated authentication token has been revoked and the mobile app will no longer display consumption data for this meter.

e-Services Frequently Asked Questions



Frequently Asked Questions

Can customers opt out later?

Yes.

Does every meter have its own token?

Yes.

What happens if a customer moves / adds a new smart meter / links a new municipal account / removes a meter?

The system always reads live data to ensure the information presented to the customer remains current, and the available smart meters automatically reflect the current account relationship.

Can customers manage multiple smart meters?

Yes.

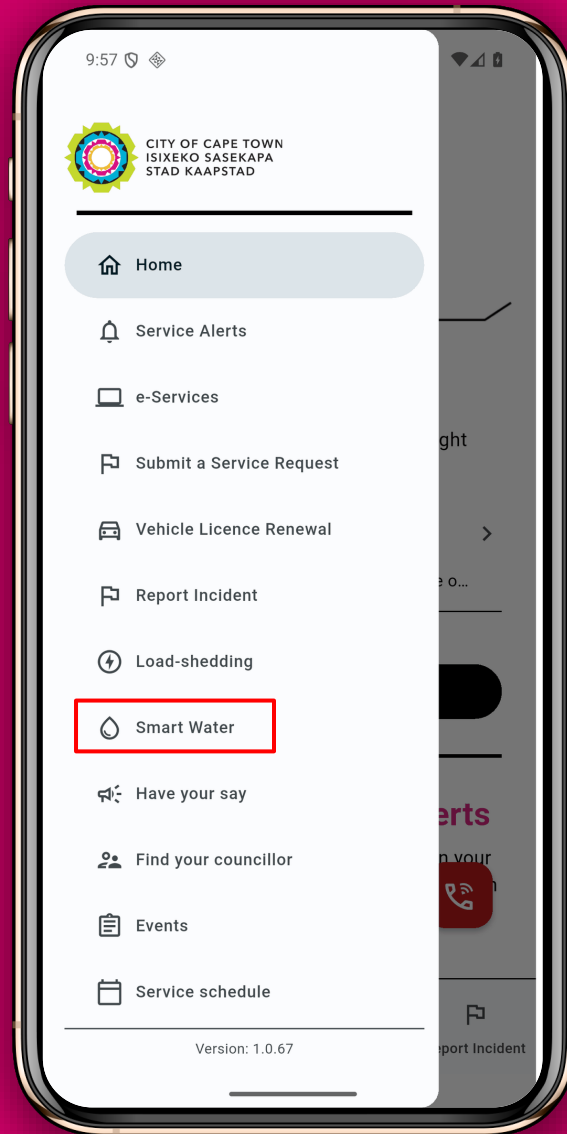
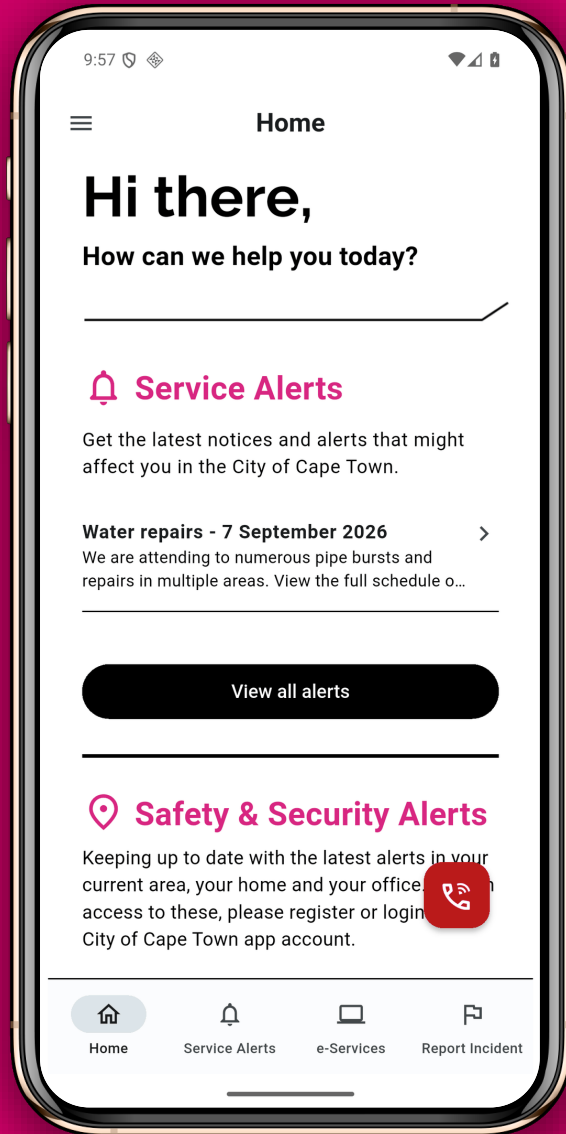
Is permission mandatory?

Yes.

3. Link your meter on the Mobile App



Open the City of Cape Town Mobile App



Smart Water lives inside the current City of Cape Town app. You do not need a separate app or a separate login. If you do not already have it, **download** the **City of Cape Town App** free of charge from the **Apple App Store (iOS)** or the **Google Play Store (Android)**.

1. Open the **City of Cape Town** app on your phone.
2. Tap the **menu icon** in the top left corner.
3. Tap **Smart Water**.
(If you already have the City of Cape Town mobile app installed but cannot see the Smart Water tab, please check that you are using the latest version of the app by updating it)



If you have not linked a meter yet

Smart Water opens on the 'Link Your Meter' screen. Follow the next section to link your first meter.

Linking your water meter

Opt-In/Opt-Out

Municipal Account

Mr. JOHN DOE (1000000000)

Smart Meter Details

90745010000001 CAPE TOWN, WATER WAY 1	Generated Token 582641	Opt-In/Opt-Out IN
90745010000002 CAPE TOWN, WATER WAY 1		OUT

☐ I grant the City permission to make the smart meter consumption data available on the mobile app. *

Submit Cancel

Getting your token

(see previous section for detailed steps)

A token is a unique security code generated in the City of Cape Town e-Services portal. It proves the meter belongs to you.

4. Log in to the **City of Cape Town e-Services** portal.
 5. Opt-in and generate a token: Click Municipal Account > Meter Data Opt-In/Opt-Out > tick box to grant permission (mandatory) > click Opt-In/Opt-Out toggle to the IN position > Submit > OK
 6. The token is **displayed in the portal**. Write down the token and meter number and return to the app.
- (Refer to [e-services registration guide](#) for full instructions)

Important

Your token is shown in the e-Services portal only. It is not sent to you by SMS or email.

Linking your water meter (cont.)

- On the **Link Your Meter** screen, enter your **meter serial number**.
- Enter the **token** you generated in e-Services.
- Tap **Link Meter to My Account**.

The **Confirm Property Details** page will automatically open

Link Your Meter

How to link your meter
Get your token from City of Cape Town e-Services
Find your meter serial number in your post-installation communication or on e-Services
Enter both details below to link your meter

Token
A token is a unique security code generated in the City of Cape Town e-Services portal. You need it to link your meter to the app.

HOW TO GET YOUR TOKEN
Log in to the City of Cape Town e-Services portal
Open the smart water meter opt-in section
Generate a token for your meter
The token is displayed in the portal. Copy it and return here

Get token from e-Services

METER DETAILS
Meter Serial Number
e.g., 90126000000001

Find this in your post-installation communication from the City of Cape Town, or on the e-Services portal. Usually 14 digits.

Token
Enter the token from e-Services

This is the unique security code displayed in the City of Cape Town e-Services portal when you generate it. It is not sent by SMS or email.

Link Meter to My Account

Confirm Property Details
Verify your property address matches City of Cape Town records →

What happens next?
After you link your meter, we'll verify the details with City of Cape Town e-Services. This usually takes a few seconds, but may take up to 48 hours in some cases. You'll receive a notification once your meter is active.

[Need help? View step-by-step guide](#)

[Have an invite code? Join a household](#)

Linking your water meter (cont.)

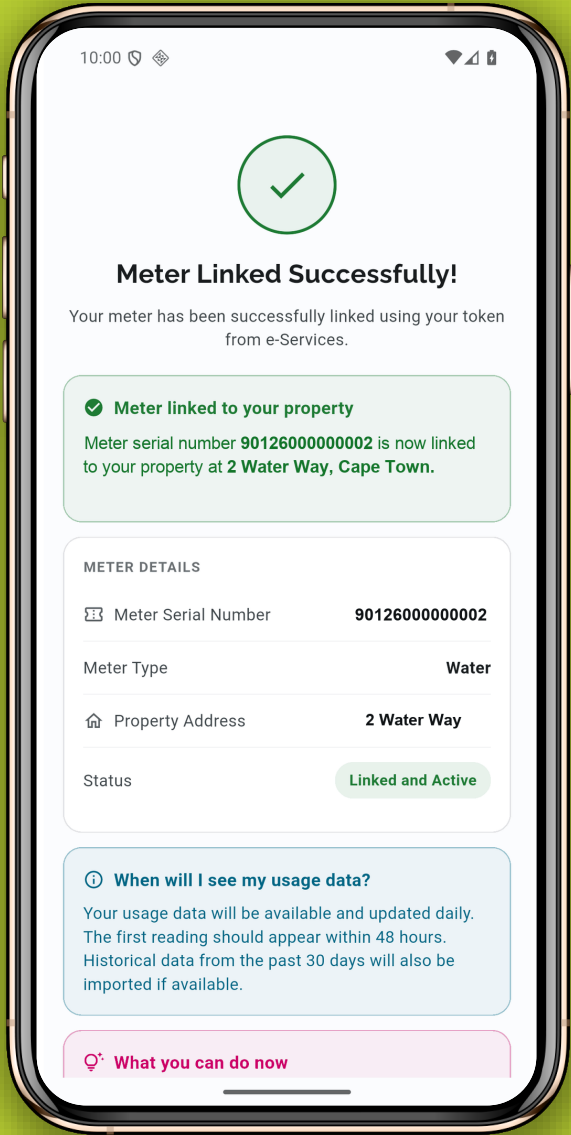
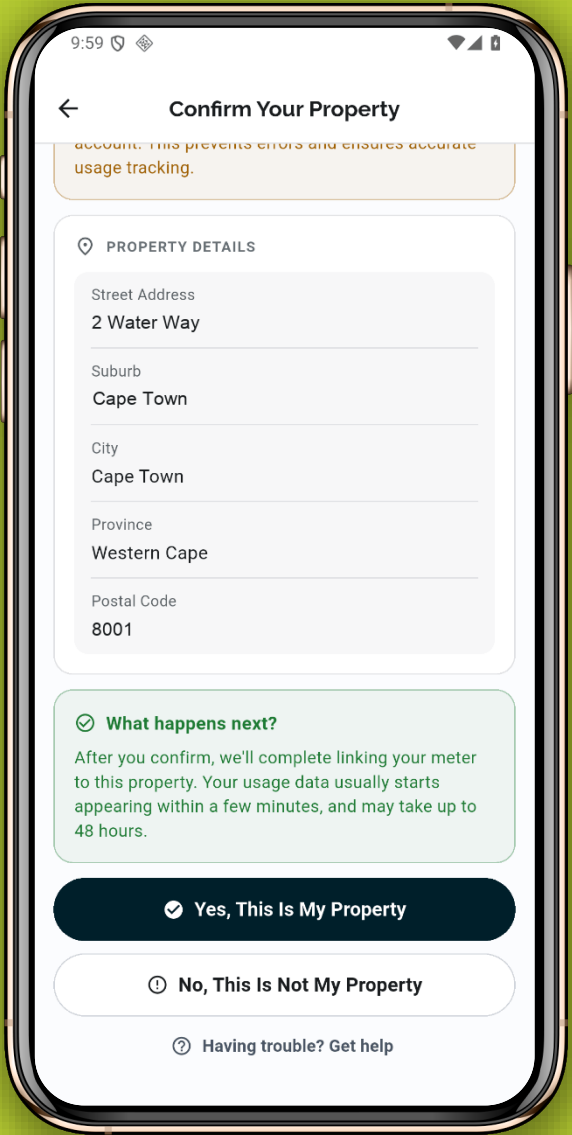
Confirm Your Property



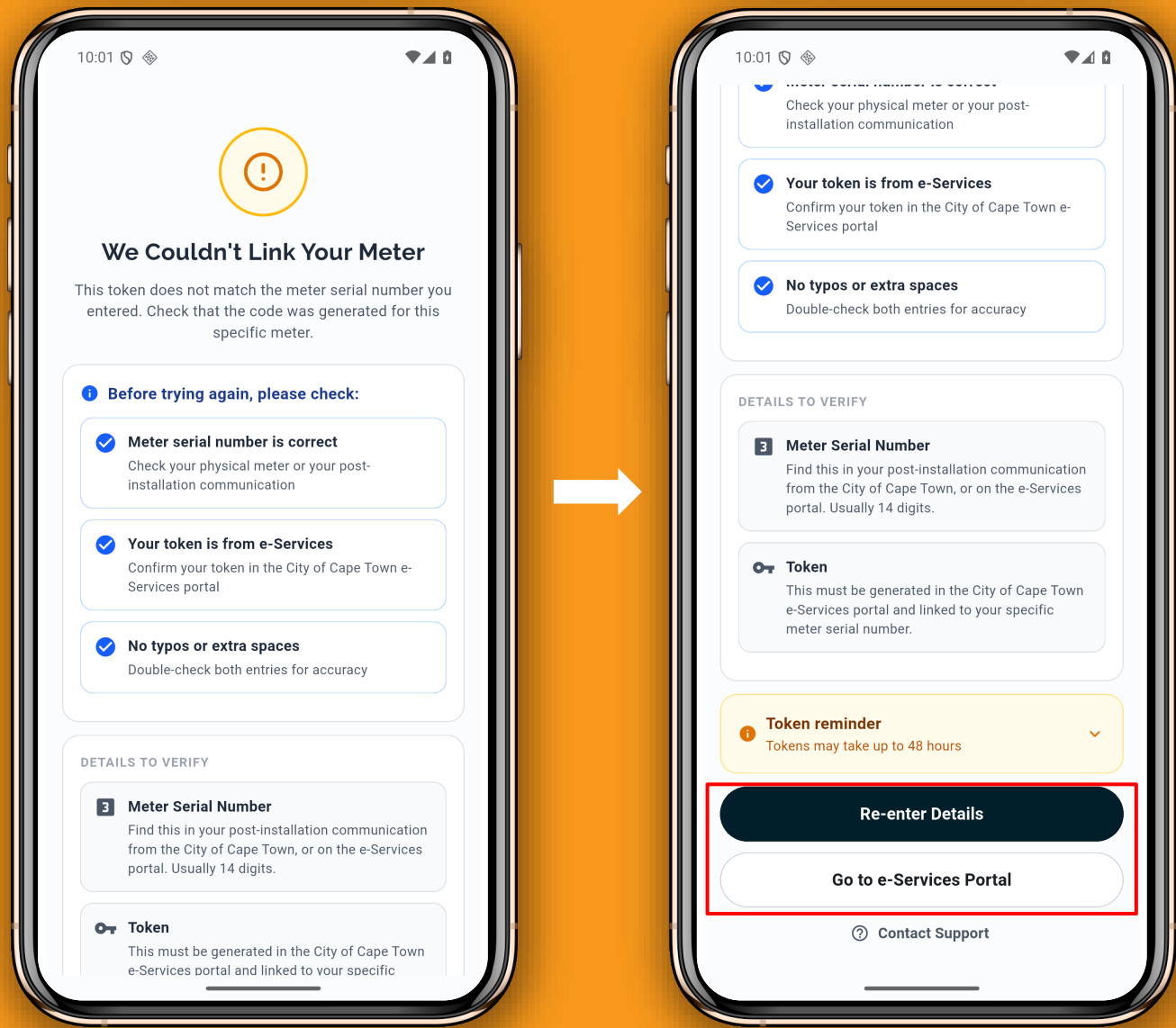
Important

The app looks up the meter and shows you the property it belongs to. Check the address is correct before confirming

11. Check the property address, then tap **Yes, This Is My Property** or **No, This Is Not My Property**



Linking your water meter (Failure State)



If linking does not work

The app will tell you what went wrong, for example if the token was generated for a different meter.

Your details stay on screen so you can **correct** them without retyping everything.

Your token stays valid and can be used again; **if you need a new one, generate it in e-Services** if you need to link again.

4. Navigating the app

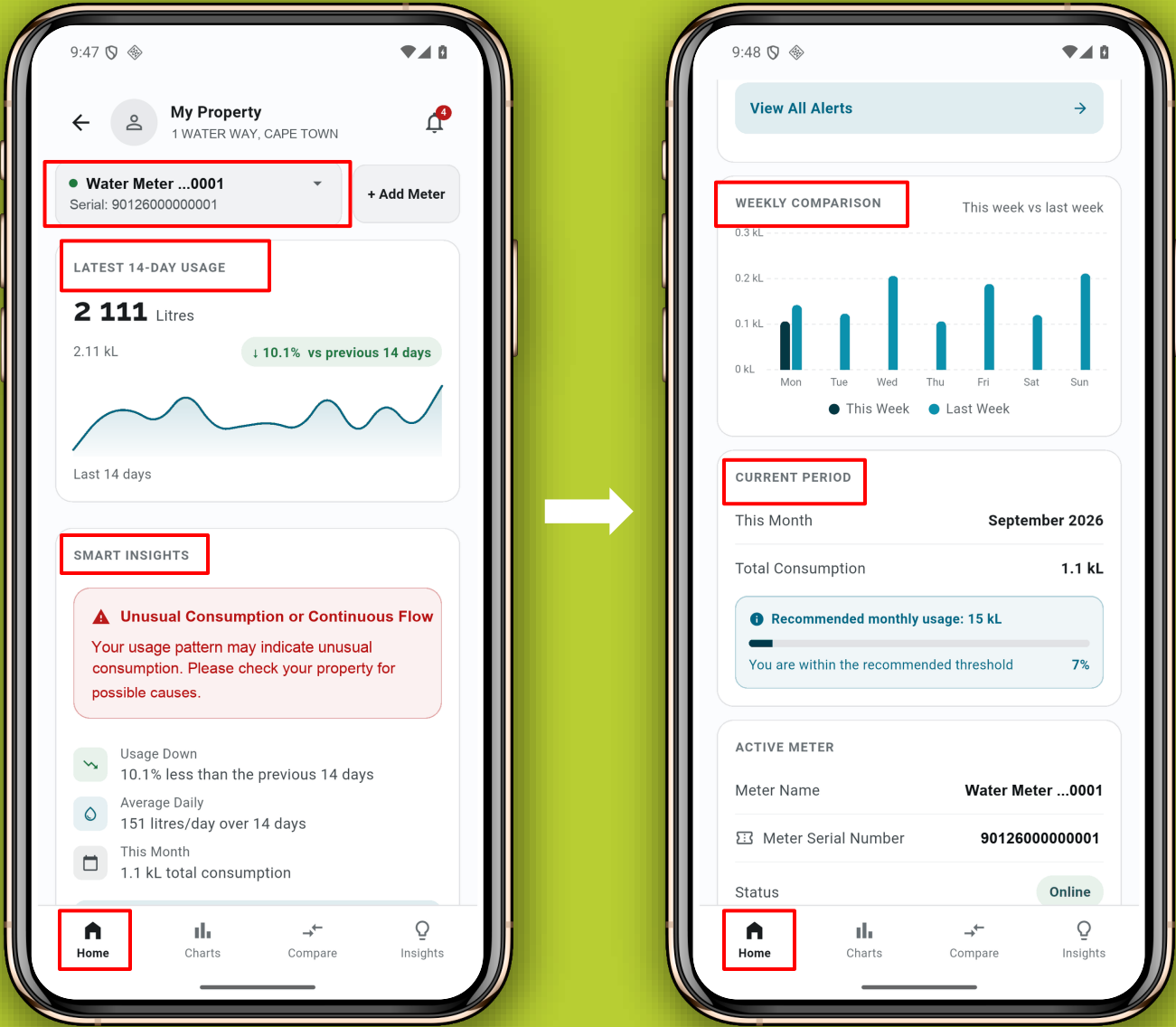


Home: Your Dashboard

The dashboard is your starting point. It shows the meter you are currently viewing and a summary of your recent water use.

- **Meter selector** at the top - shows which meter you are viewing, and lets you switch to other via the drop down arrow.
- **Latest 14-day usage** - your total water consumption in litres and kilolitres, with the change against the previous period.
- **Smart Insights** - any active alerts, your average daily use and your month-to-date total consumption.
- **Weekly comparison** - this week against last week.
- **Current period** - your month-to-date total against the recommended monthly usage.

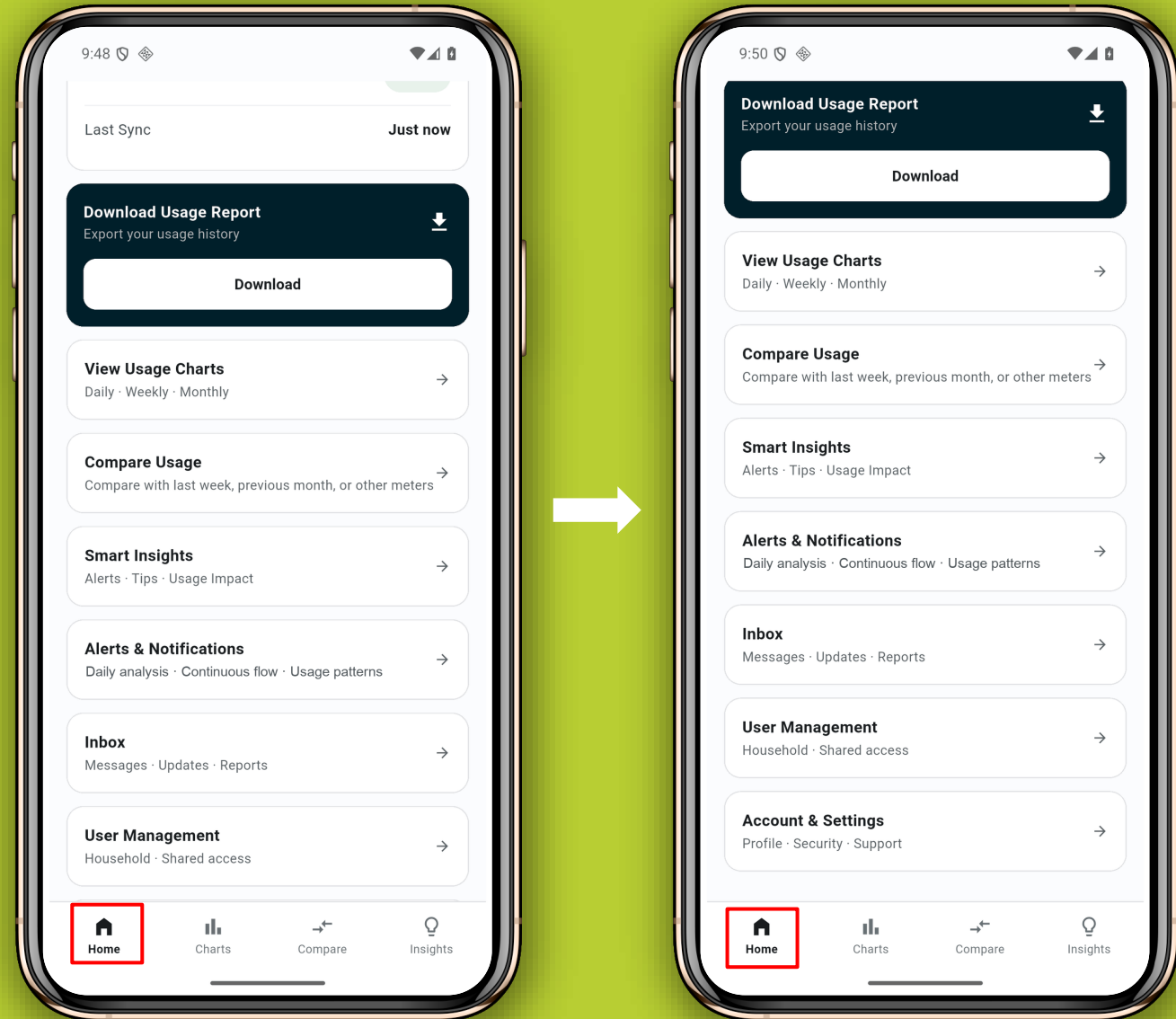
The recommended monthly usage is calculated using an average based on all customers with the same meter size and tariff category, using historical consumption data.



Home: Your Dashboard (cont.)

Scroll to the bottom of the dashboard and you will find your active meter details and a set of quick links to every part of Smart Water:

- Charts
- Comparisons
- Insights
- Alerts & Notifications
- Your Inbox
- Household Sharing
- Settings



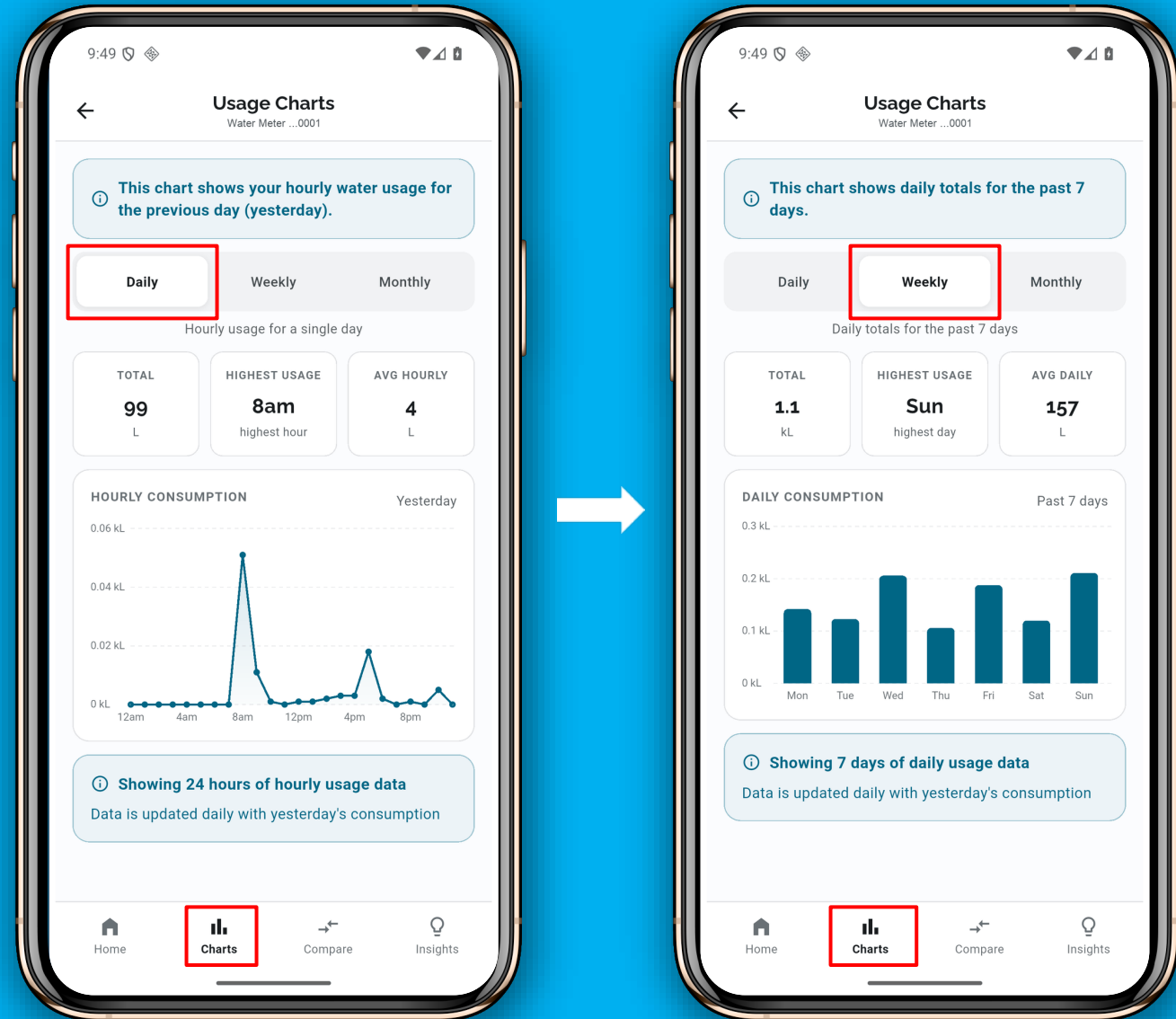
Viewing your usage

Tap **Charts** in the bottom menu to see your consumption in more detail.
Choose Daily, Weekly or Monthly.

- **Daily** - hourly consumption across a single day.
- **Weekly** - daily totals for the past seven days.
- **Monthly** - daily totals across the month.

Each view shows your total, the time/day of your highest usage, and your average consumption for that period.

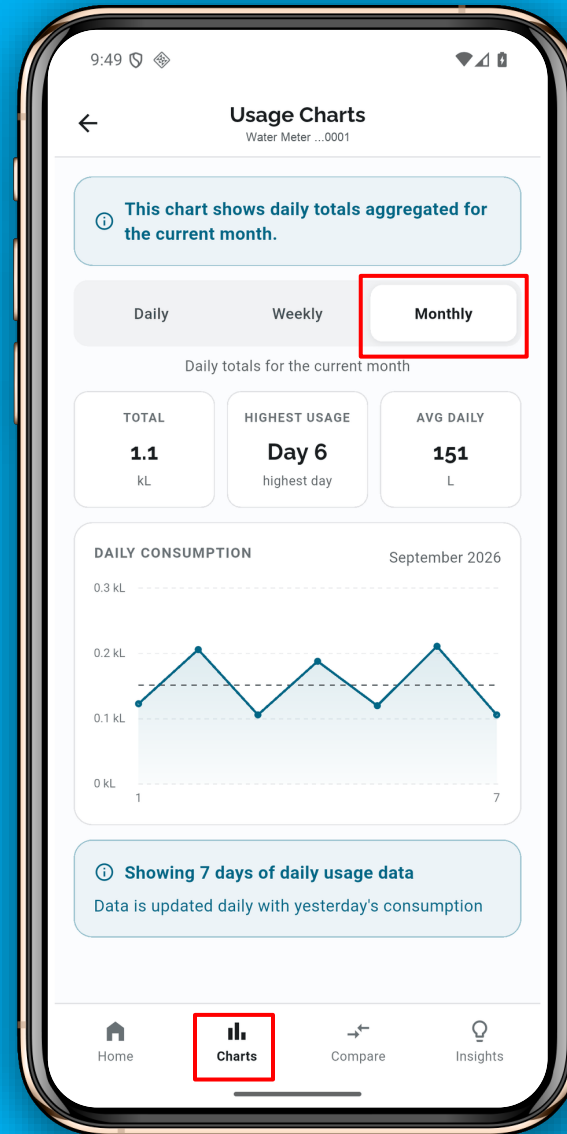
Note meters report once a day, so the app shows yesterday's consumption.



Viewing your usage (cont.)

Monthly - daily totals across the month.

This view shows your total, the day of your highest usage, and your average daily consumption for that period.



A note on missing readings

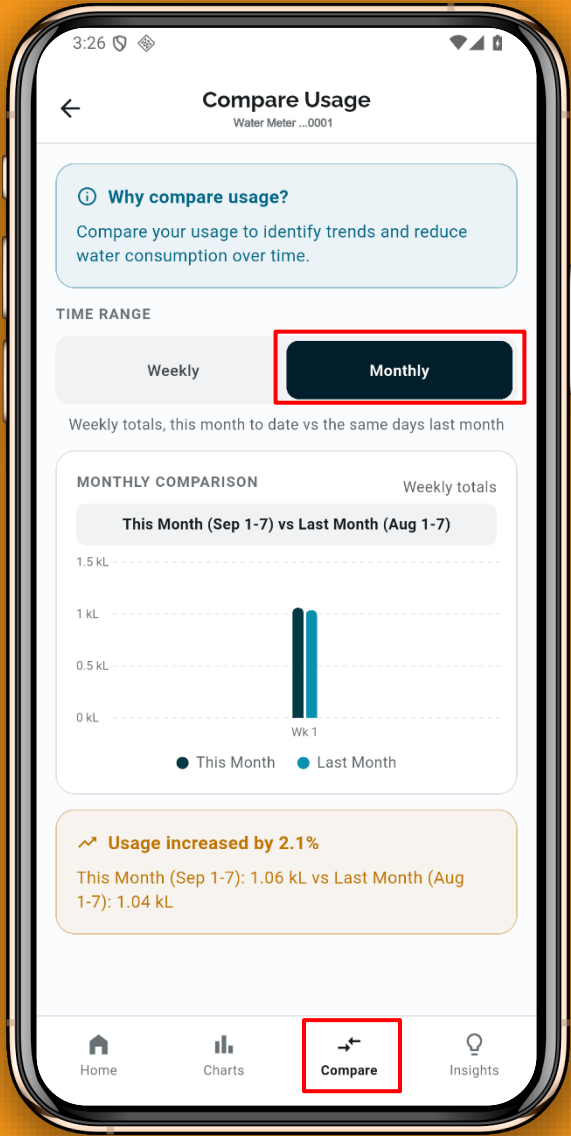
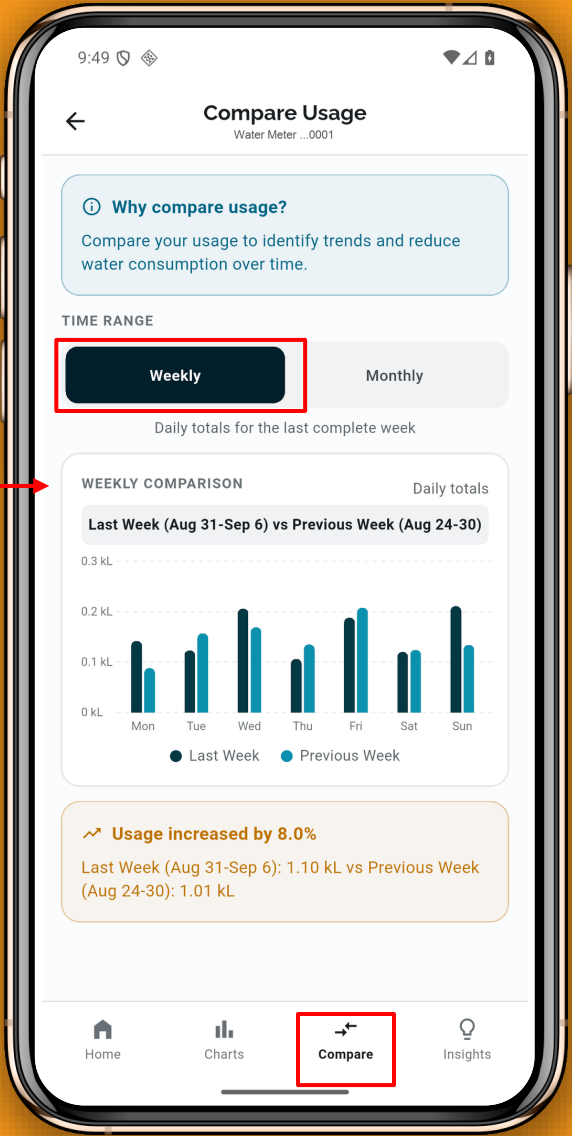
In rare cases where the meter is not communicating with back-end systems as regularly as it should, your consumption graphs may reflect no usage. Despite this, the meter is nonetheless still accurately recording and storing consumption data, until the reads pull through (once the meter re-established communication). When the meter comes back online and communicates, the reads will pull through.

Comparing your Usage

Tap **Compare** in the bottom menu. There are two ways to compare.

Compare with a previous period

Sets your most recent complete week or month against the one before it, so you can see whether your usage is going up or down. The dates being compared are always shown.



Smart Insights

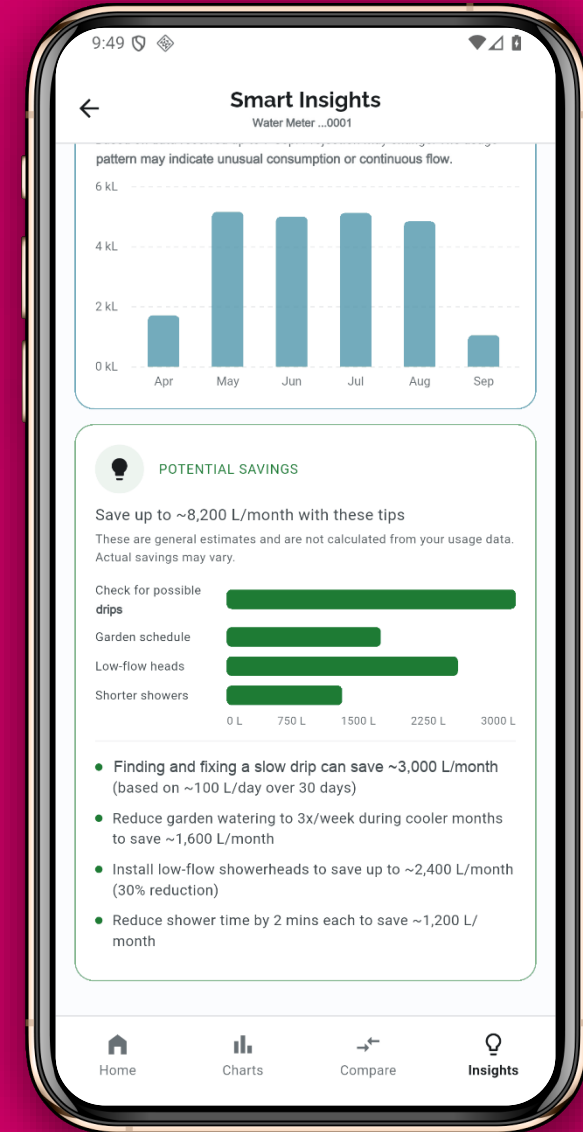
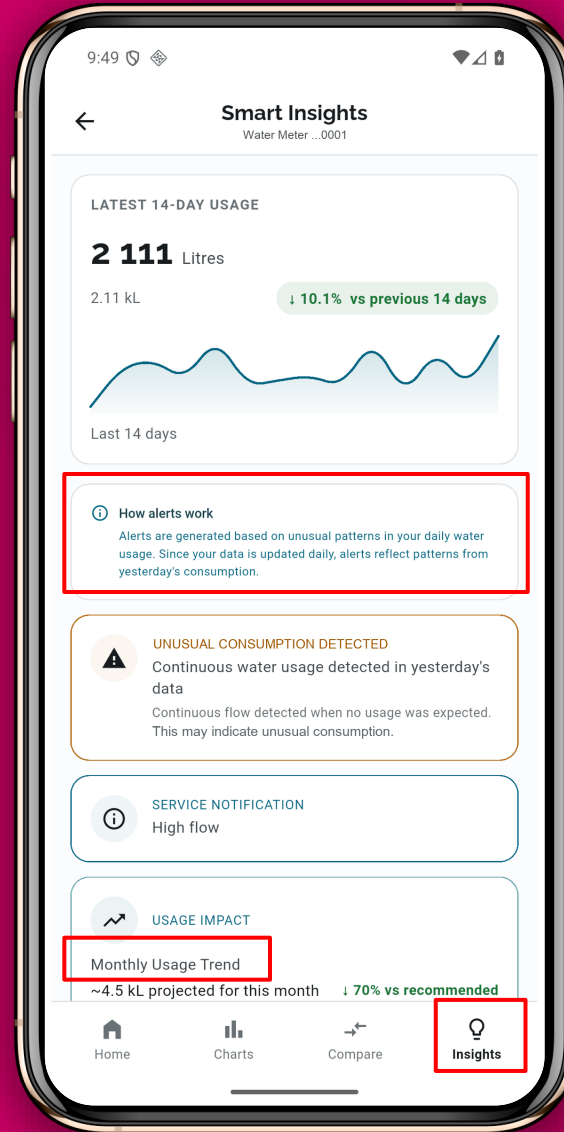
Tap **Insights** in the bottom menu. Smart Insights projects where your usage is heading this month and compares it with the recommended monthly usage.

- **How alerts work** - a plain explanation of where alerts come from.
- **Monthly usage trend** - your projected total for the month, and how it compares with the recommended level.
- **Six-month history** - your consumption over recent months.
- **Potential savings** – general estimates, not calculated using your data



Note

Projections are based on the data received so far and will change as the month goes on.



Alerts & Notifications



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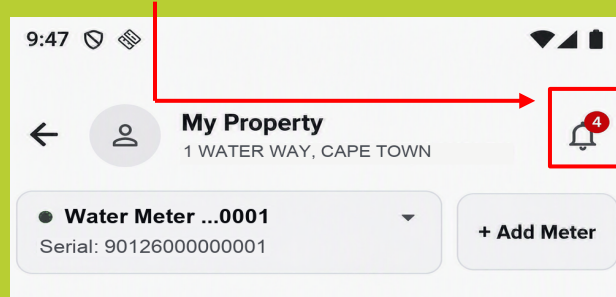
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Alerts & Notifications

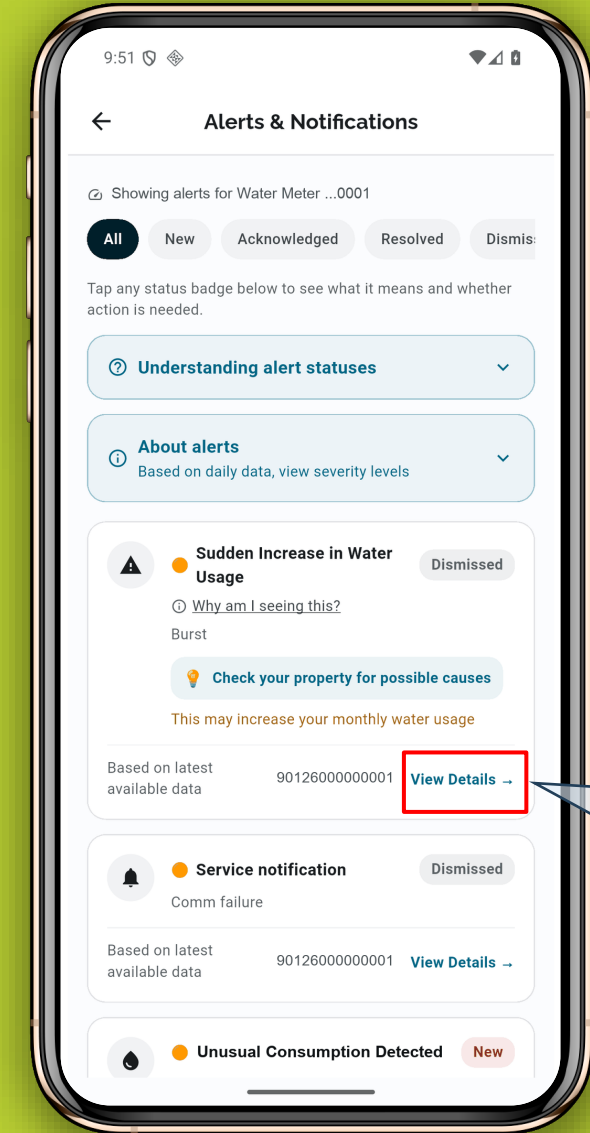
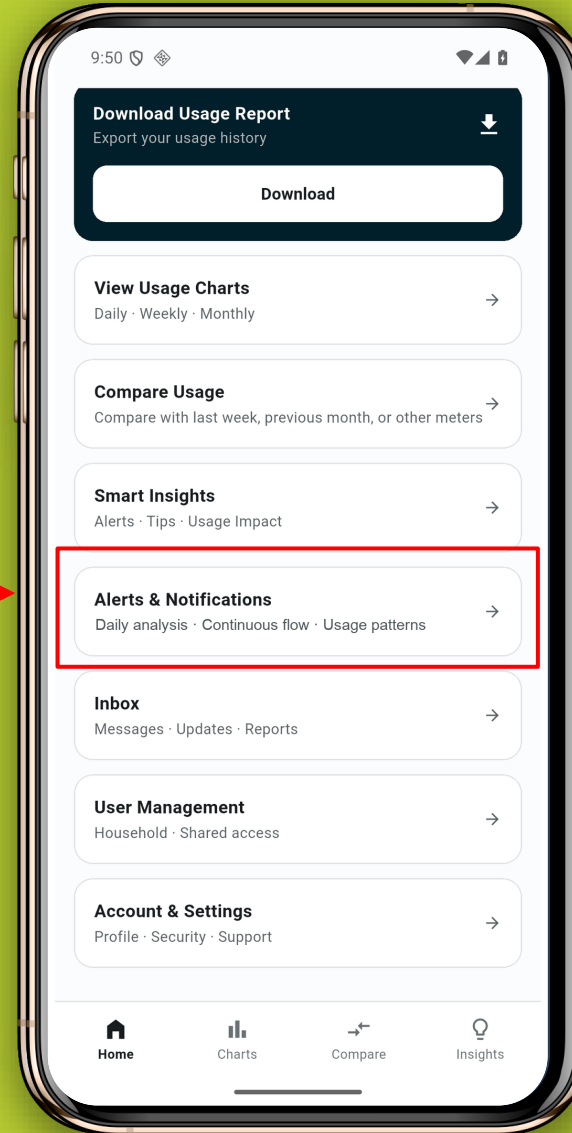
The app monitors your daily usage and raises an alert when it sees something unusual - for example a sudden spike, or continuous flow overnight when you would normally use no water.

Where to find your alerts

- The **bell icon** on the home tab opens your Inbox, with all alerts received.



- Alerts & Notifications** on the dashboard allows you to view all alerts, where you can filter by status.
- Tap **View Details** on any alert to open it. The detail screen tells you what was detected, how it was detected, which meter it relates to, when the reading was taken, and what the City recommends you do next.



Alert Details

Tap on **Understanding alert status** for explanations of all the different alert statuses

What you can do with an alert:

- **Acknowledge** - you have seen it and are looking into it.
- **Dismiss** - you checked and found no issue.

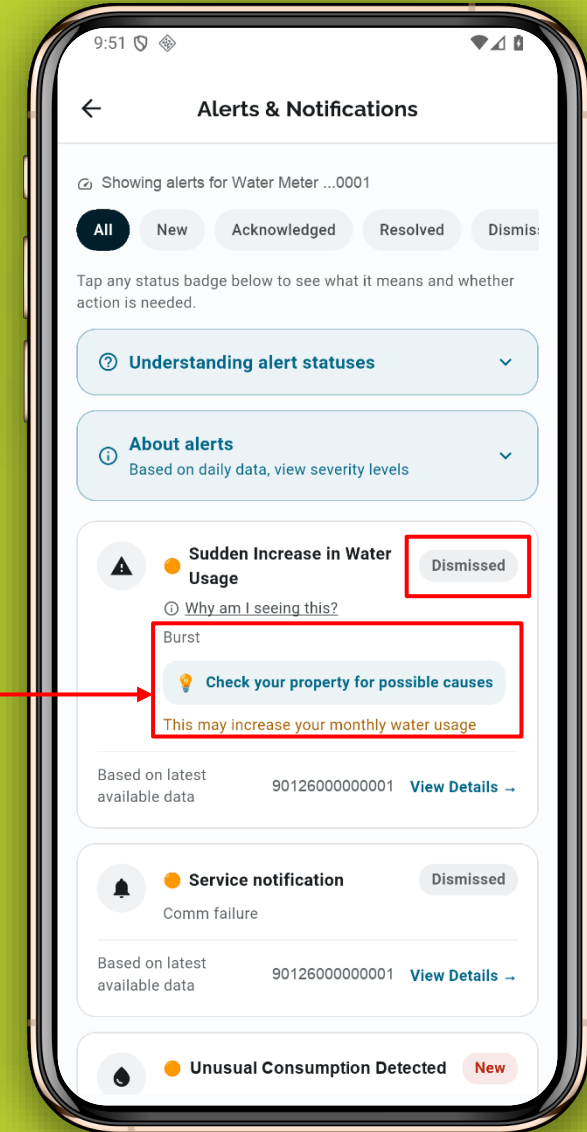
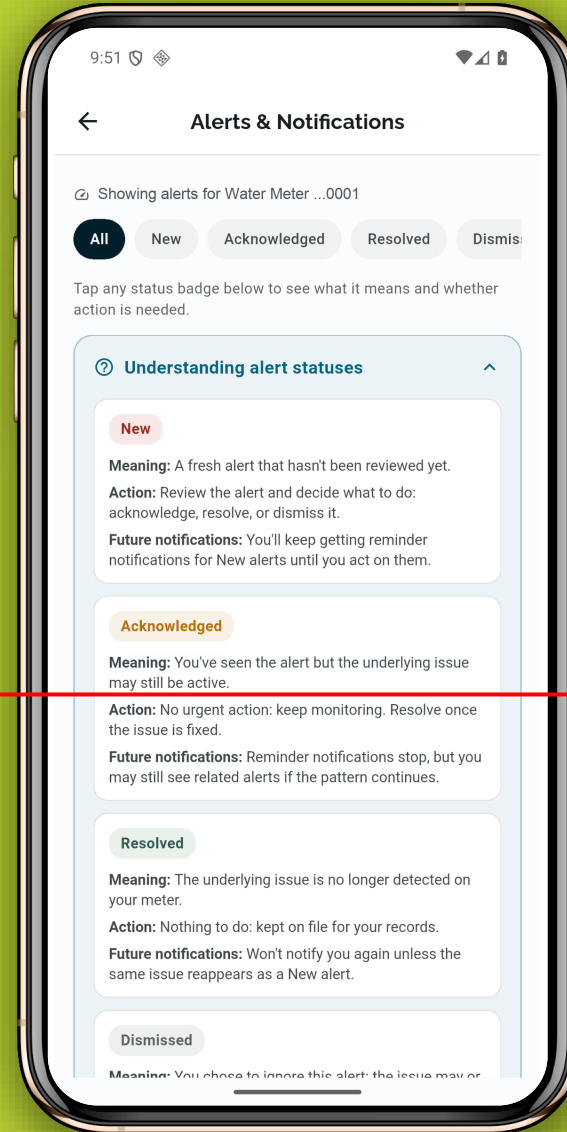
Click on **Why am I seeing this?** for an explanation of what triggered the alert.

The box in the alert is what the City recommends you do next.



Alerts are a guide, not a diagnosis

An alert tells you that your usage pattern looks unusual. It cannot confirm a leak. Always check your property, and contact a plumber if you cannot find the cause.



Downloading a Usage Report



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Downloading a Usage Report

You can download your usage history, which can be useful for your own records, or if you need to discuss your account with the City.

- Scroll to the bottom of your **dashboard**.
- Tap the **Download** button under **Download Usage Report**.
- Choose a **period**: this month, last month, the last three months or the last six months.
- Choose a **format**: PDF, Excel or CSV.
 - **PDF** - a summary report, easy to view and share.
 - **Excel** - detailed data with calculations.
 - **CSV** - raw data for your own analysis.
- Tap **Download Report**.

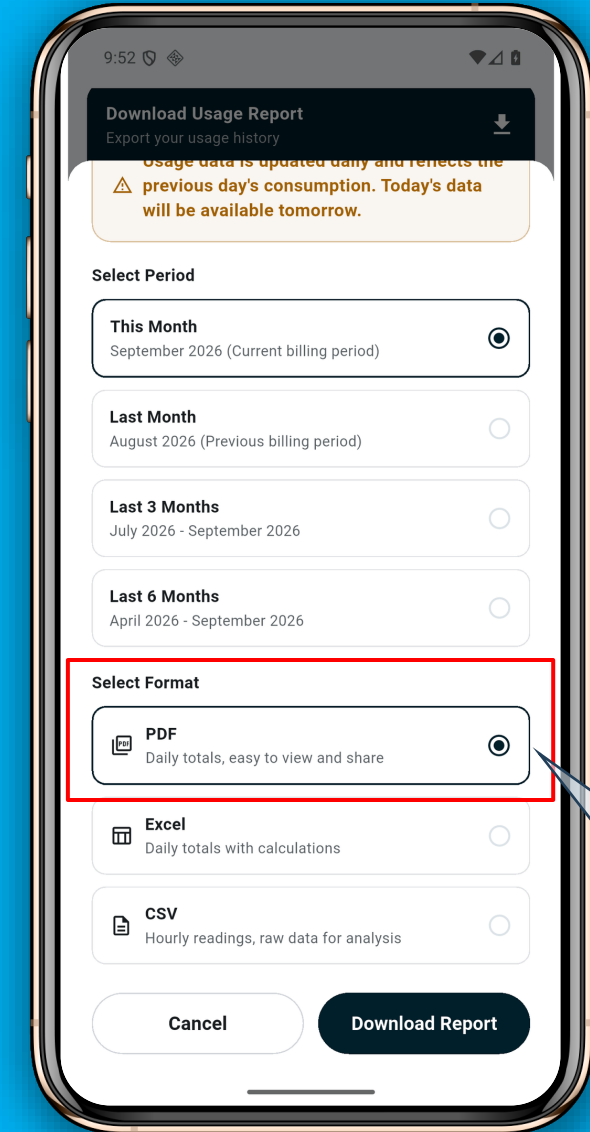
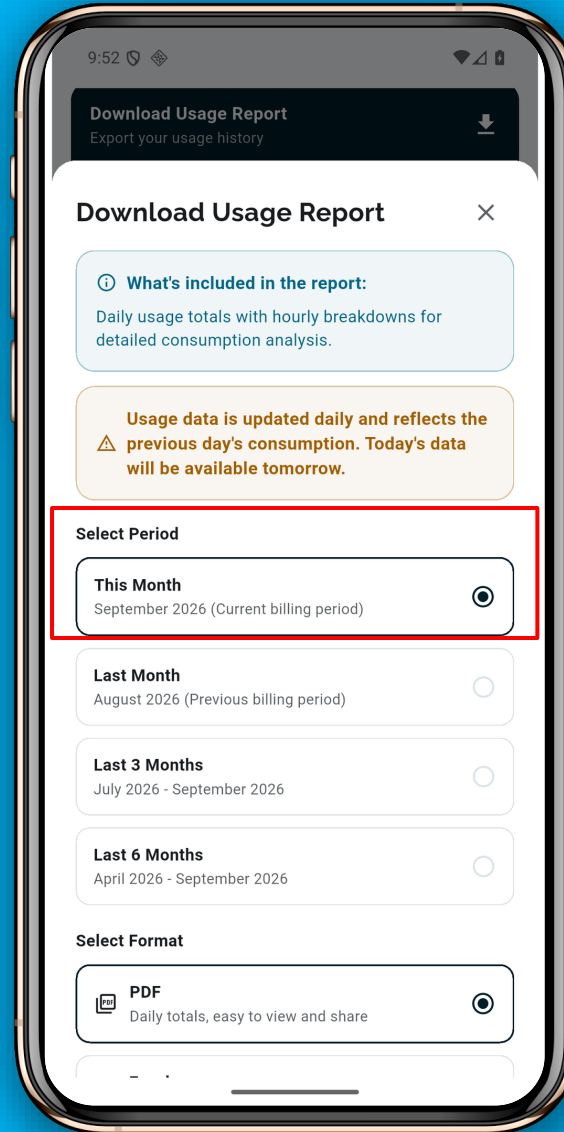


What the report contains

Daily usage totals with hourly breakdowns. Remember that usage data is updated once a day, so today's consumption appears tomorrow.

This is not your municipal bill

The report shows your water consumption only. Your municipal account may differ, and your bill always takes precedence.



More Than One Meter or Property



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More Than One Meter or Property

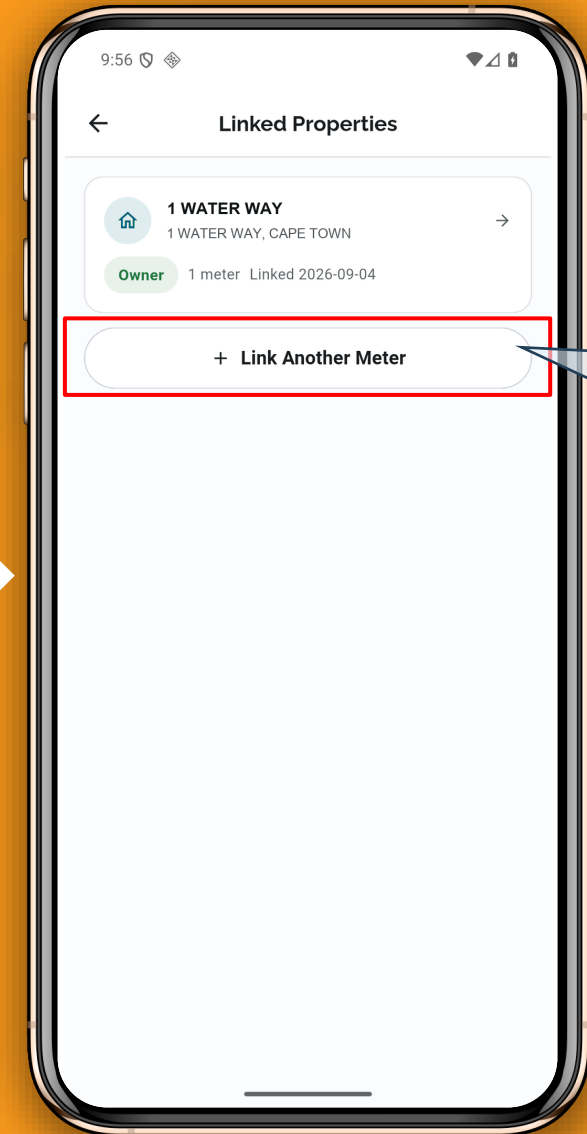
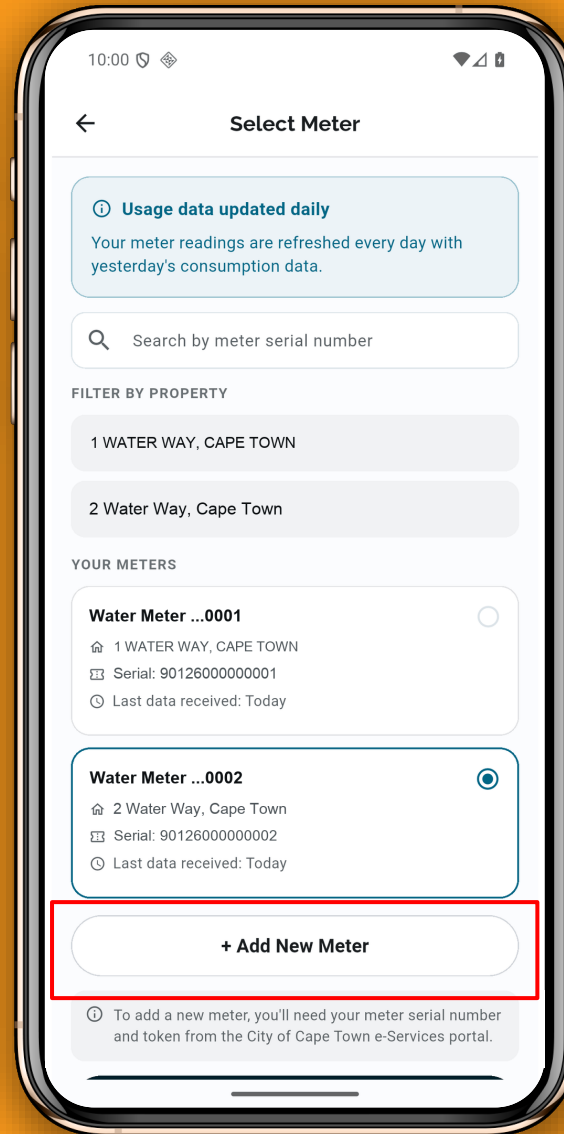
From the **Home** page, tap on **User Management**.

You can link several meters to your account - for example a home and a business have more than one meter, or you have a second property.

The **Linked Properties** page shows every property on your account, with its address, how many meters it has, and when it was linked

- Tap **+ Add New Meter** at the top of the dashboard, or **+ Link Another Meter** under Linked Properties.
- Enter the meter serial number and its own token generated on e-Services.

To switch between meters, tap the meter selector at the top of the dashboard. You can also search by serial number if you have several meters.



More Than One Meter or Property (cont.)

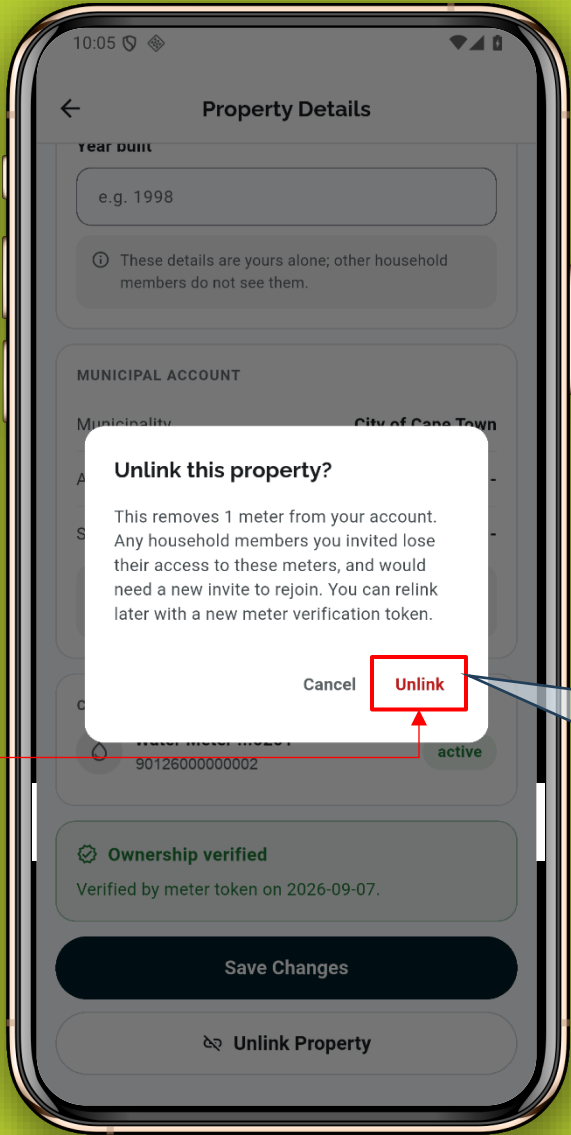
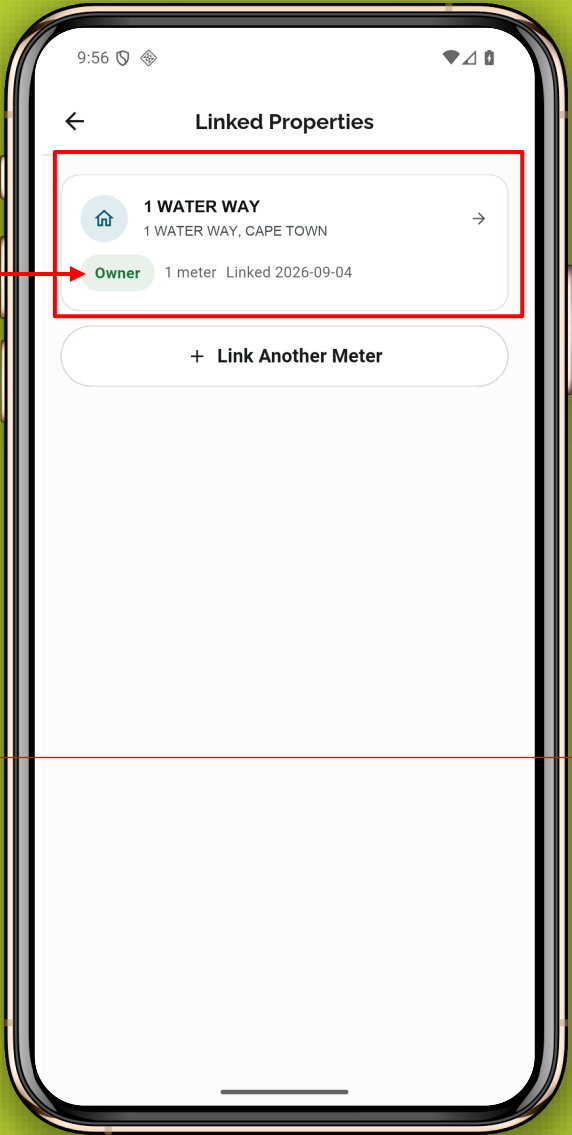
On the Linked Properties page, each property is marked as either **Owner**, for properties you linked yourself, or **Shared access**, for properties someone else has shared with you.

To unlink a property if you no longer need it, tap on the property to see its details, tap **Unlink Property**, then **Unlink**



Owner and shared access

Properties you linked yourself show as **Owner**. Properties someone else has shared with you show as **Shared access**. You can view usage for both types, but only the owner can manage the access for the household.



Unlink meter if no longer needed

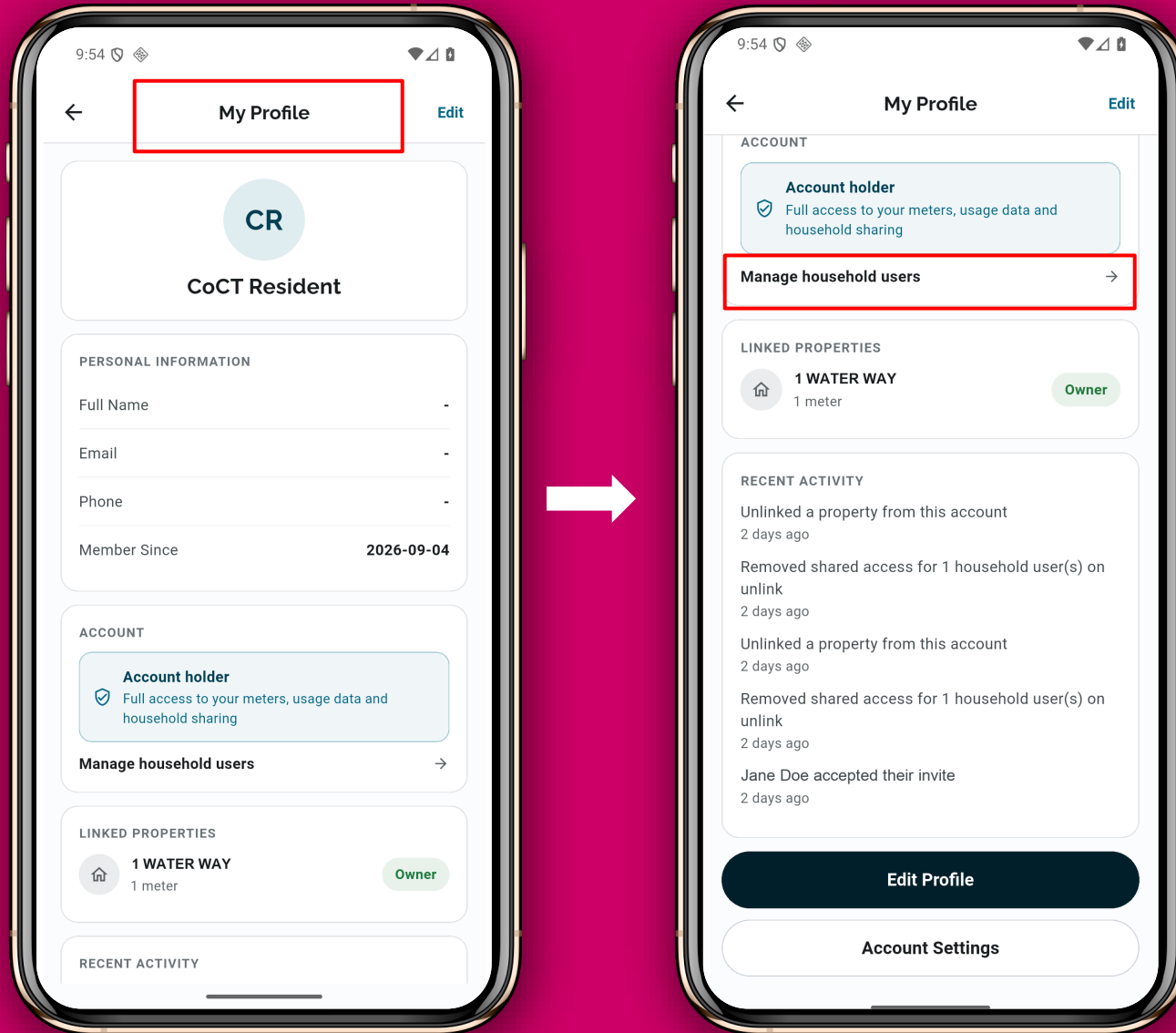
Sharing access with your household



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Sharing access with your household



You can give other people in your household access to your water usage data - for example a partner or an adult family member.

Note these additional persons do not need to be registered on e-Services, only the owner does.

- On the home page, click on **My Property** which opens the **My Profile** page
- Tap on **Manage household users**

Sharing with your household – Data Sharing Agreement

The Data Sharing Agreement page will automatically open.

- Read the Data Sharing Agreement
- Tick the check boxes
- Click **Agree & Enable Data Sharing**

Understand what you are agreeing to

5:09

← Data Sharing Agreement

Data Sharing Consent Required
You must accept these terms before inviting users to access your consumption data.

What you are agreeing to

- Share your water usage data with users you invite
- Control who can view your data
- Take responsibility for managing access

Access Model
Access to your meter data is enabled through a secure, one-time invite code generated in this app. Every invited user sees the same consumption data for your linked meters.

Privacy Protection
Your data is protected under South African privacy law (POPIA). You control who can access your data.

- All data access is logged and auditable
- You can modify or revoke access at any time
- Audit logs are maintained for 12 months

What Gets Shared

- Water consumption data and usage patterns
- Water usage alerts
- Historical consumption records

Your Responsibilities

- Only invite users with a legitimate need
- Verify a user's identity before granting access
- Regularly review and manage user access
- Remove access when it is no longer needed



5:09

← Data Sharing Agreement

Your Responsibilities

- Only invite users with a legitimate need
- Verify a user's identity before granting access
- Regularly review and manage user access
- Remove access when it is no longer needed

Invited Users Must

- Accept their own Terms of Service
- Use data only for authorised purposes
- Not share invite codes with others
- Respect data privacy and confidentiality

Data Security
We implement industry-standard security measures to protect your data. By sharing access, you share responsibility for maintaining confidentiality.

Revoking Access
You may revoke a user's access at any time. Upon removal they will no longer access your consumption data, though access logs are retained for compliance.

Last updated: 2026-07-06 · Version: 1.2-p1

☐ I have reviewed the key data sharing terms

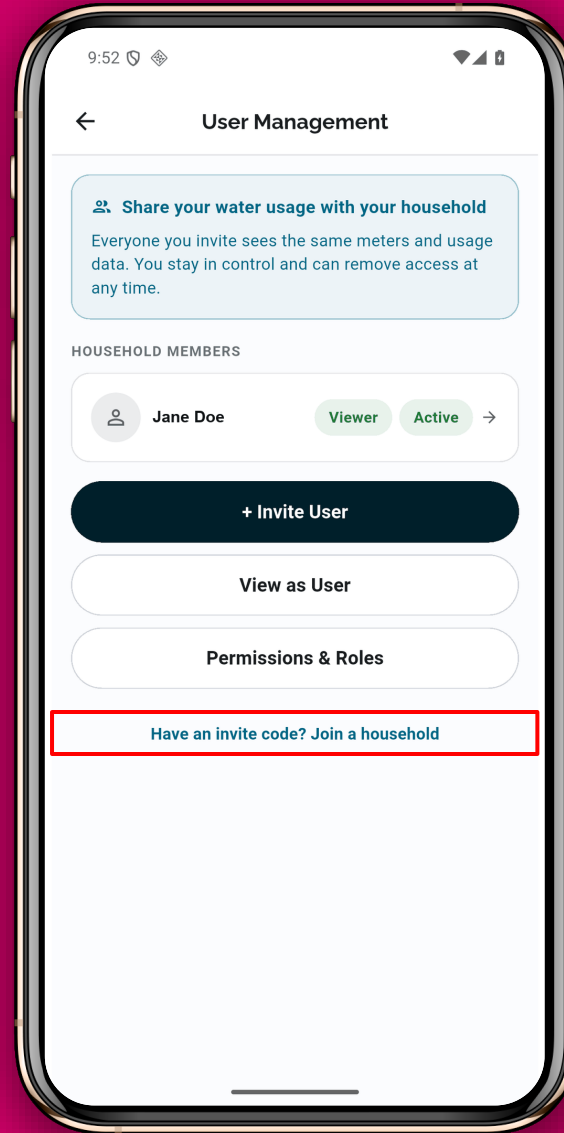
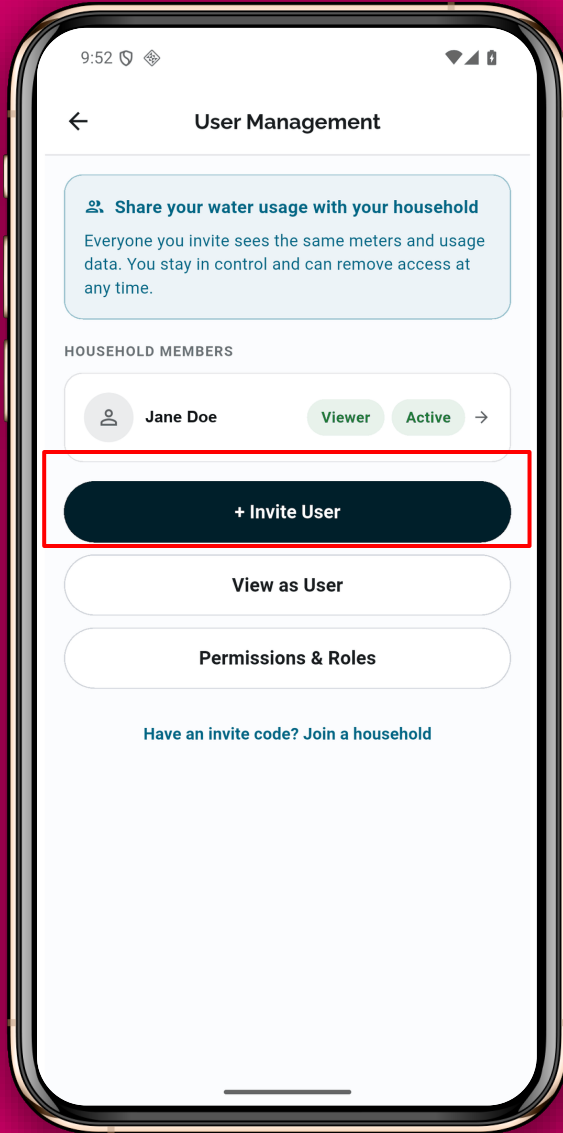
☐ I agree to share my water usage data with authorised users

Agree & Enable Data Sharing

Cancel

Tick on check boxes and tap **Agree & Enable Data Sharing**

Sharing with your household (cont.)



To share access:

- Tap **+ Invite User** and generate an **invite code**.
- Share the code with the person you are inviting.
- The additional user must download the app and on the page that opens, **Link Your Meter**, at the bottom they must click on **Have an invite code? Join a household**, and enter their code. This will link the meter and they can view the consumption data.

Sharing with your household (cont.)

Choosing what users can see

- Under **Role & Permissions**, select what each user can do – either only having viewing rights, or full access to usage, alerts, and being able to download reports.
- Tap on **Grant Access**

As the account holder your own access always stays full, and you can remove anyone's access at any time.



Your usage data is personal information

Anyone you invite can see the same meters and usage as you. Only share with people you trust, and remove access when it is no longer needed.

4:26

← Add User

Invite users to access your water meter data
Invited users see the same meters and usage data as you. Access is granted when they redeem the one-time invite code in this app.

USER DETAILS

Full Name
Enter full name

Email Address (Optional)
user@example.com

Phone Number (Optional)
+27 XX XXX XXXX

ROLE & PERMISSIONS

☒ **Member**
Full access to shared usage, alerts and reports

☐ **Viewer**
Cannot download reports

What can each role do?

Meter access
Access to: 90126001500674



4:30

← Add User

Email Address (Optional)
user@example.com

Phone Number (Optional)
+27 XX XXX XXXX

ROLE & PERMISSIONS

☒ **Member**
Full access to shared usage, alerts and reports

☐ **Viewer**
Cannot download reports

What can each role do?

Meter access
Access to: 90126000000001

NOTIFICATION SETTINGS

Send alerts to this user ☒

Grant Access

Cancel

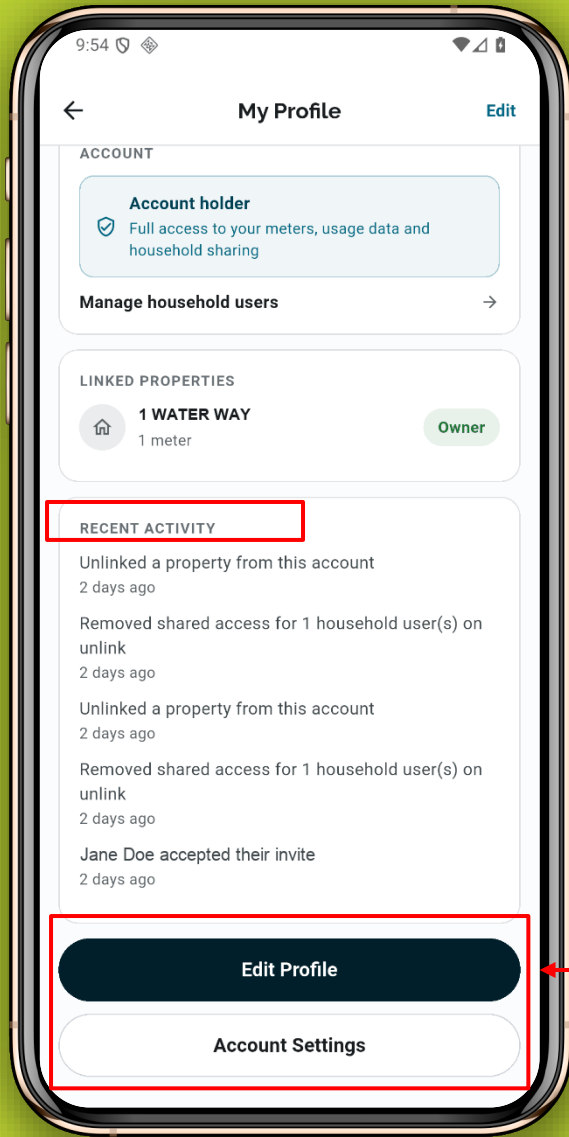
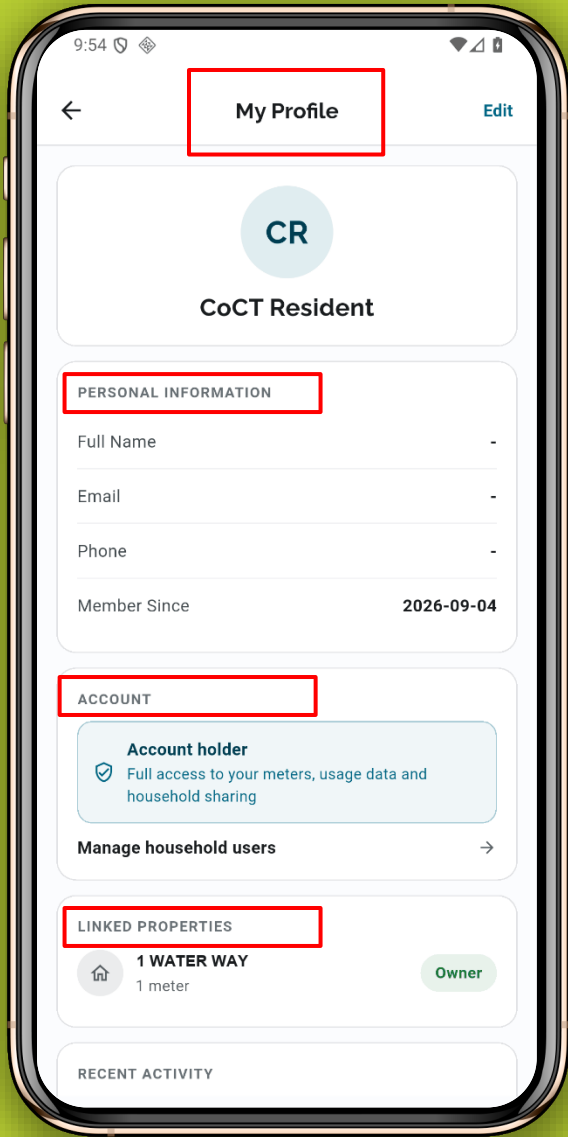
Your profile



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Your profile



From the **Home** page, click on **My Property** which opens the **My Profile** page
This is where your own details live.

- **Personal information** - your name, email address and phone number, and the date you joined.
- **Account** - your role. As the person who linked the meters you are the **account holder**, with full access to your meters, usage data and household sharing.
- **Linked properties** – a summary of the properties on your account with the address.
- **Recent activity** - a short history of changes you have made.

Tap **Edit Profile** to change your name or contact details, or **Account Settings** for settings.



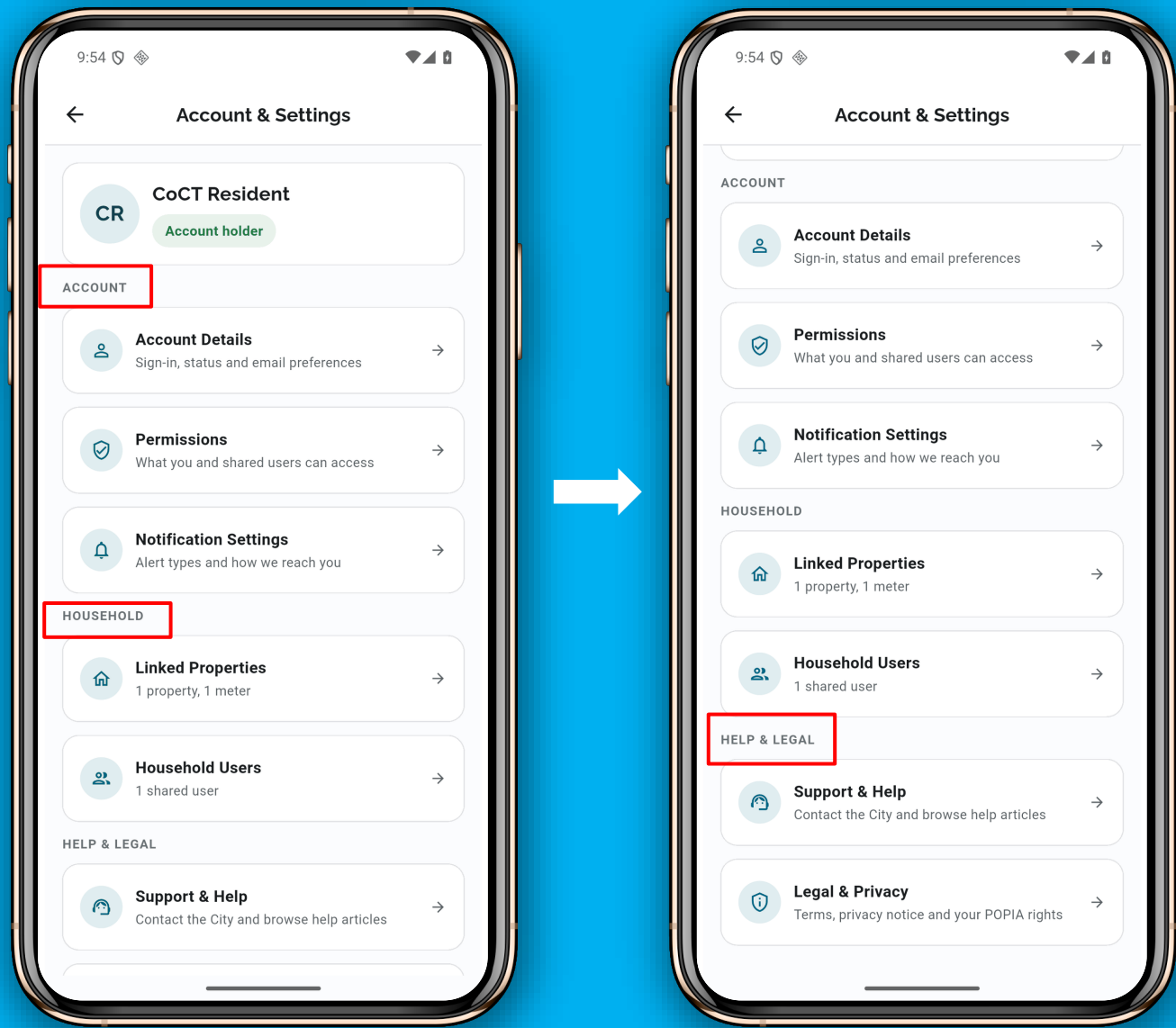
Account settings



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Account and Settings

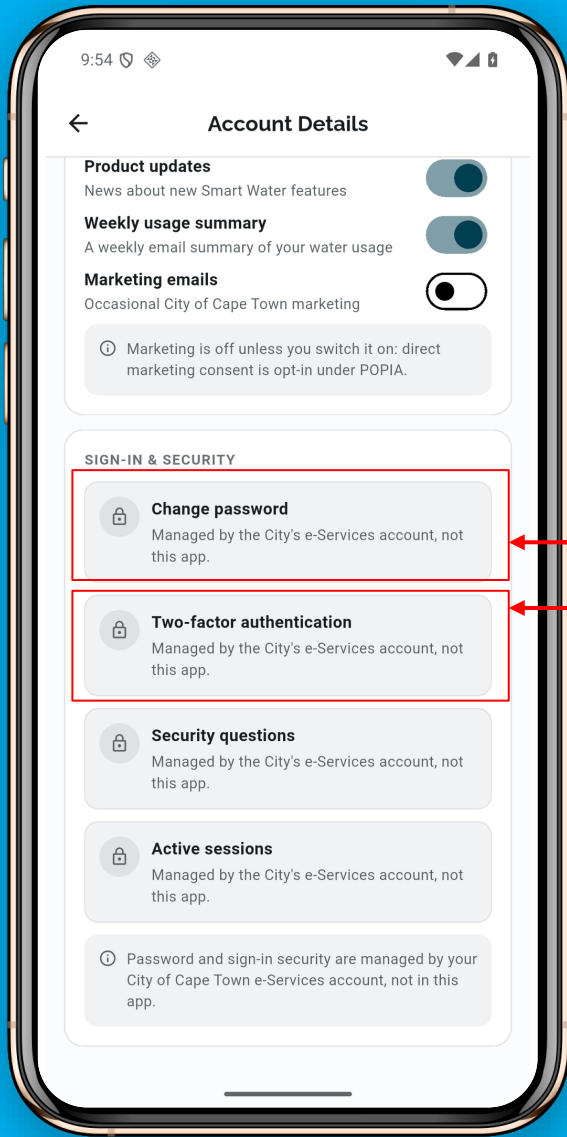
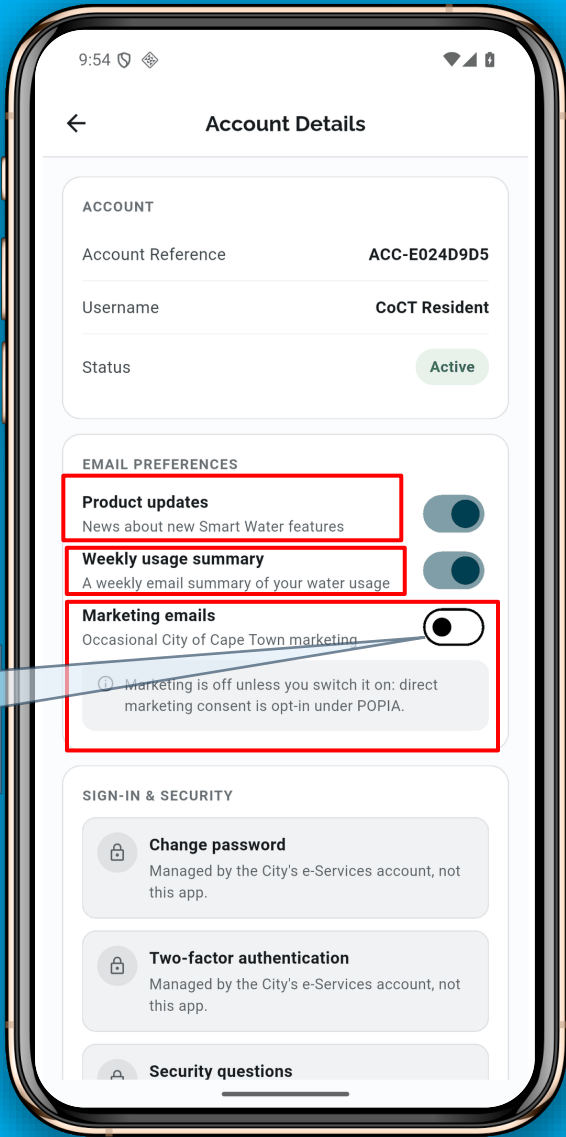


From the **Home** page, tap on **Account & Settings**.

Account Settings is the control centre for the Smart Water module. It is grouped into three areas:

- Your Account.
- Your Household.
- Help & Legal.

Account and Settings (cont.)



Account details

Your account reference, username and status, along with your email preferences and sign-in & security.

- **Product updates** – toggle to receive/not receive news about new Smart Water features via email.
- **Weekly usage summary** - a weekly email summary of your water usage.
- **Marketing emails** - occasional City of Cape Town marketing. This is **off unless you switch it on**.

Changing your password, two-factor authentication and security questions are all managed through your City of Cape Town e-Services account, not in this app.



Your consent is needed for marketing emails

Under the Protection of Personal Information Act (POPIA), marketing consent is never assumed. Marketing emails stay switched off until you choose to turn them on, and you can switch them off again at any time.

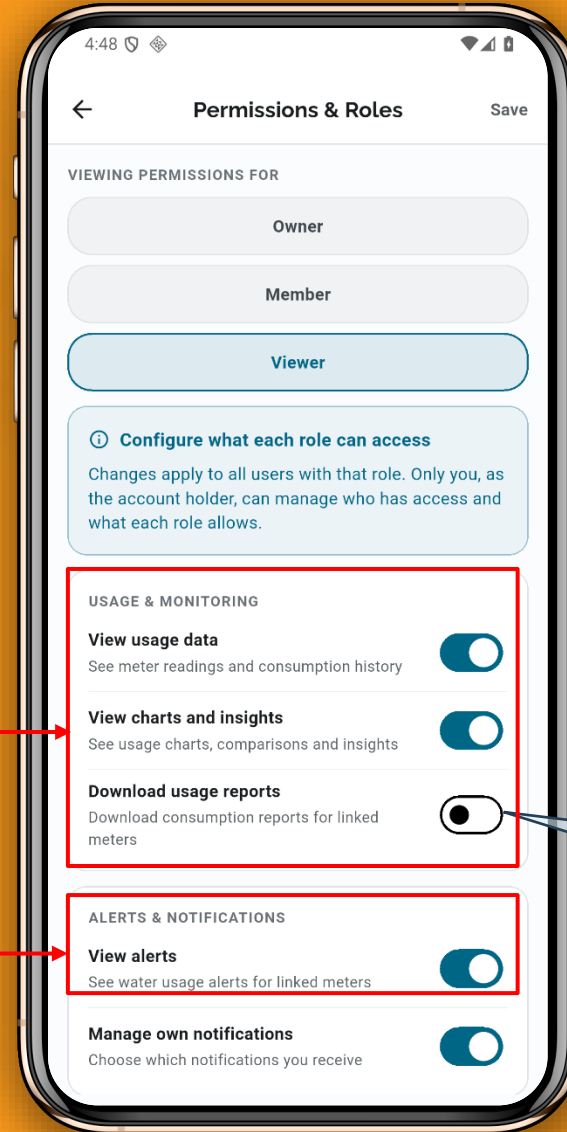


Account and Settings – Permissions & Roles

Permissions

Shows what you and any shared users can access. Your own access as account holder is always full and cannot be reduced. For each role you share your data with, you choose what they can do:

- View usage data
- View charts and insights
- Downloading reports
- View alerts



Some permissions depend on others. If you switch off access to usage data, the options that rely on it - such as charts and downloading reports - switch off automatically, so a role can never end up in a state that does not make sense.

Use the toggle to switch on/off permission to view each item for role

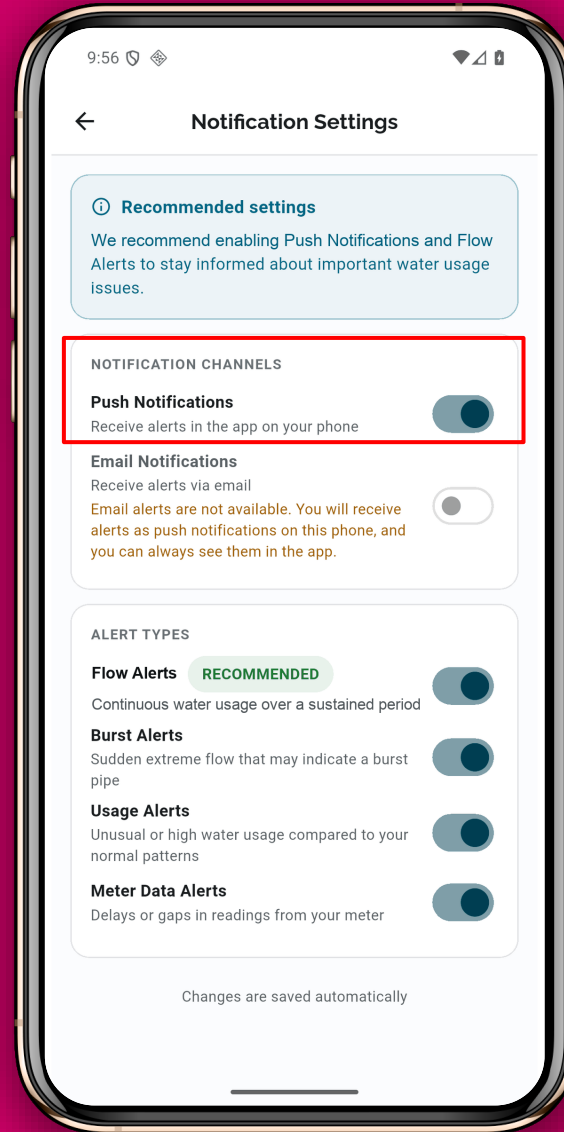
Account and Settings – Notifications

From the **Home** page, tap on **Account & Settings**, then tap on **Notification Settings**.

You can toggle to choose whether or not to receive notifications on your phone outside of the app. Changes save automatically. If you choose not to, you can always check your notifications in the app – tap on **Home**, then **Alerts & Notifications**, or simply tap on the **bell** on the top right-hand side of the **Home** page.

Alerts can indicate unusual usage or possible continuous flow, for example.

If you receive an unusual usage notification, check your property for any visible leaks, such as dripping taps, leaking toilets, irrigation systems, or broken pipes. You can also review your recent water consumption in the app to understand when the continuous usage occurred. If you cannot identify the cause or require further assistance, please email the Support Team at AML.waterapp@capetown.gov.za for further assistance.



We recommend leaving alerts on

Unusual usage alerts are the ones that can save you money as it may indicate a leak. A leak running unnoticed for a month can add a great deal to your bill – this could be picked up sooner with smart metering.

Support & Help



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Support & Help

From the Home page, tap on **Account & Settings**, tap **Help & Legal**, then tap **Support & Help**

Search the help articles

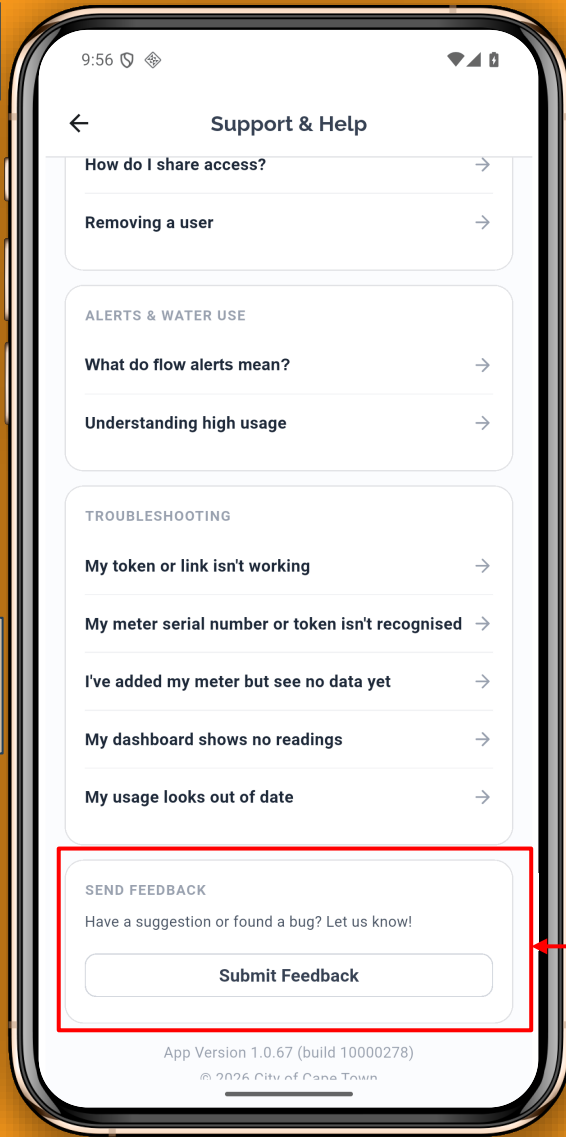
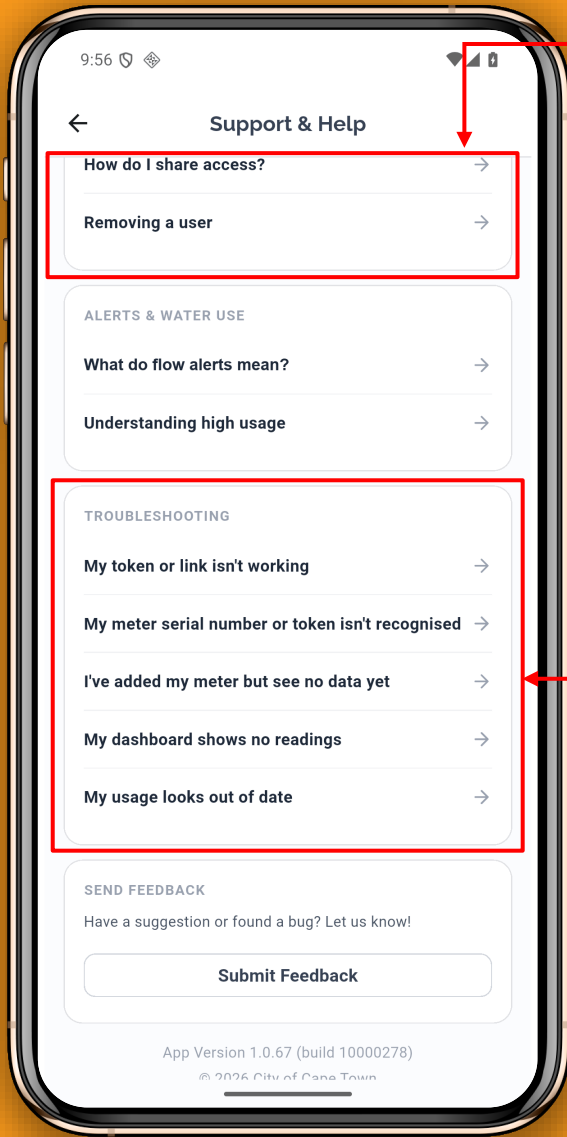
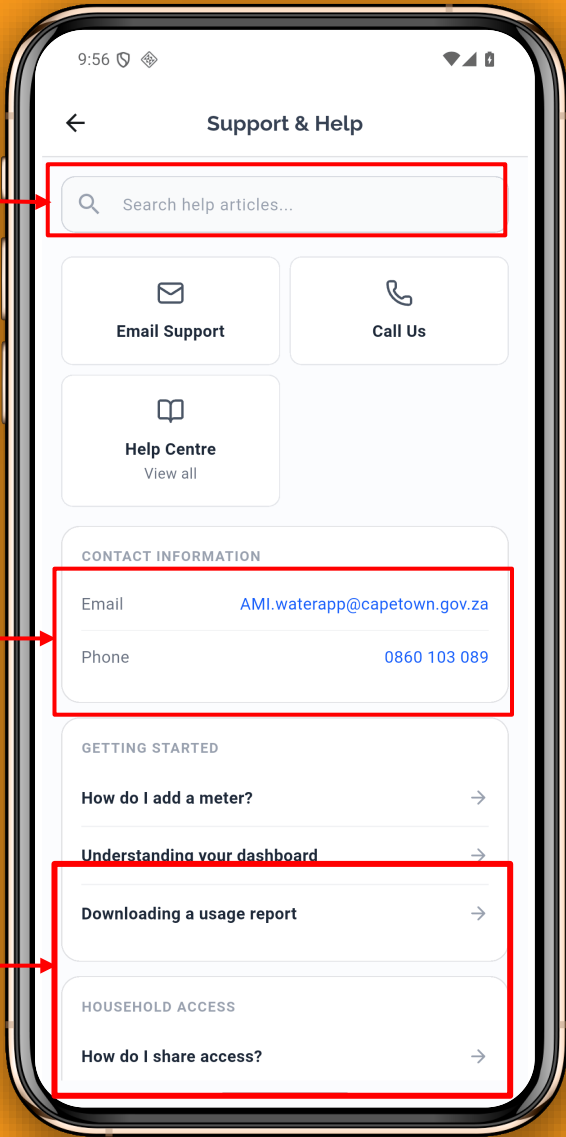
Email the City or call the contact centre

Help articles

Help articles

Trouble-shooting topics

Share feedback about your experience with the app



Legal & Privacy



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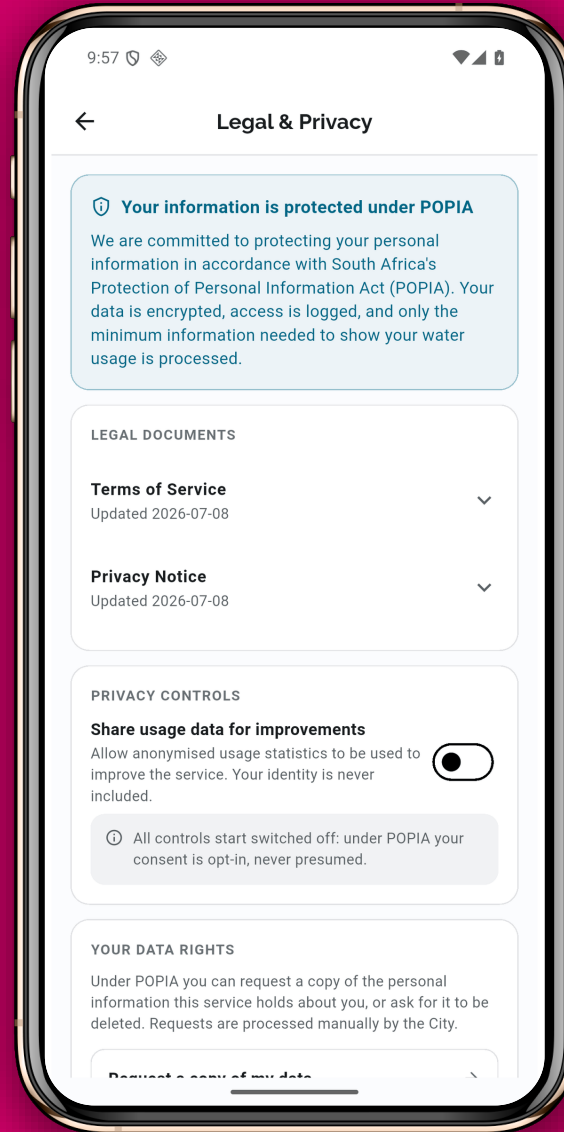
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Legal & Privacy

From the **Home** page, tap on **Account & Settings**, then tap **Legal & Privacy**

This shows the Terms of Service and Privacy Notice - your privacy controls and your rights over your own information.

- **Share usage data for improvements** - allows anonymised statistics to help improve the service. Your identity is never included, and this starts as switched off by default.
- **Your data rights** - under POPIA you can request a copy of the personal information held about you, or ask for it to be deleted. Requests are processed by the City.



How your information is protected

Your data is encrypted, access to it is logged, and only the minimum information needed to show your water usage is processed.

5. Frequently Asked Questions



Frequently Asked Questions

Why is there no data for today?

Meters report once a day, so the app shows yesterday's consumption. A newly installed meter can take up to 48 hours to report for the first time.

My token did not work.

Tokens stay valid and can be reused. Check that the token was generated for the meter you are entering, and that the serial number is correct.

I received an unusual usage alert. What should I do?

Check your taps, toilets and outside taps. Listen for running water with everything turned off. If you cannot find the cause, contact a plumber.

Can I stop sharing with someone?

Yes - Go to Manage household users, open that person and remove their access. It applies immediately.

Is this my municipal bill?

No. Smart Water shows your consumption only. Your bill may differ and always takes precedence.



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6. Contact us

- For general smart water meter or AML queries, please contact the City's Contact Centre on 0860 103 089.
- For assistance with the Smart Water feature in the City's mobile app, including linking your meter, or using the app, please email AML.waterapp@capetown.gov.za.