



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD

ADVANCED METERING INFRASTRUCTURE (AMI) PROGRAMME

SMART WATER ON CITY OF CAPE TOWN APP
Frequently Asked Questions (FAQs)

CONTACT DETAILS

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General App Questions

NO.	RESPONSE
1. What is the new 'Smart Water' tab on the City of Cape Town's App?	The City of Cape Town App is a mobile tool, for residents and visitors to access municipal services on their cellphones or tablets. You can download it for free on your smart phone, via the app store. The 'Smart Water' tab is a new feature added to the existing app menu. Its a resource for customers who have a smart water meter installed on their properties by the City, as part of the roll out of the Water and Sanitation AMI Programme.
2. What can I do on the 'Smart Water' tab?	The app is part of the City's broader digital journey, connecting customers to their services through a single, secure platform. Once your smart meter has been linked on the app, you will be able to: • View your daily, weekly, monthly and historical water consumption. • Monitor your water usage trends over time. • Receive notifications for high water usage and potential leak events. • Download your water consumption history in different formats (such as PDF or Excel). • Manage access to your smart meter data by inviting additional users. • Access other smart water features made available by the City of Cape Town.
3. Where can I download the app?	The Smart Water tab is available through the existing City of Cape Town mobile app, which can be downloaded free of charge from the Apple App Store (iOS) or the Google Play Store (Android). 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 through the Apple App Store or Google Play Store.



Registration and access

NO.	RESPONSE
4. How do I access my data on the Smart Water tab, on the City's App?	To protect your privacy, customers will first need to grant permission for the app to access their smart water meter data. Here's how it will work: 1. First register on the City's e-services portal: https://www.capetown.gov.za/City-Connect/Register/eservices-and-municipal-accounts/Register-for-a-municipal-account. 2. Log on to the City's e-Services Portal. (https://eservices.capetown.gov.za/irj/portal). 3. Click on the Opt In – Opt Out tile (under Municipal Account). 4. View your Business Partner (BP) number and the smart meters linked to your account. 5. Select which smart meters you want to link to the app (if you have several meters linked to your Business Partner (BP) number). 6. A secure token number will be generated & displayed on the screen and ready to be entered into the app. 7. Enter that meter serial number and generated token number in the Smart Water tab on the City's App (Link Meter screen) to complete the linking of your smart meter and start viewing your water usage data. This process ensures that only you (or people you authorise) can view your smart water meter information.
5. Who can use the Smart Water feature on the app?	The Smart Water tab can be used by customers whose properties have a smart water meter installed and who have granted permission for the app to access their smart water meter data, via the City's e-Services platform. Access may also be granted to additional users by the property owner.



Registration and access

NO.	RESPONSE
6. Can I use the app on multiple devices?	You can generate your access token through the City of Cape Town e-Services portal. After signing in to your e-Services account, navigate to the Opt-in/Opt-out tile (Under Municipal Account tab) and use your Business Partner (BP) Number (which can be found in your water bill), to view the smart water meters linked to your account. Select the smart meter you wish to link to the mobile app and generate an access token. Once the token has been generated, open the City's app, navigate to the Smart Water tab and enter your meter serial number, together with the access token, to link your smart meter and access your water consumption information.
7. What should I do if I have not received a token?	Your access token is generated and displayed within the City of Cape Town e-Services portal. After logging in, navigate to the Opt-In/Opt-Out section, select your smart water meter, and your access token will be displayed on the screen. If an access token is not displayed or cannot be generated, please email the Support Team at AMl.waterapp@capetown.gov.za for further assistance
8. My token is not working. What should I do?	If your access token is not accepted or giving error messages when linking your smart meter in the Smart Water tab, first ensure that you have entered both the correct meter serial number and the access token exactly as they appear in e-Services. If the details are correct, close and reopen the app, then try linking your smart meter again after 5 minutes. If the problem persists after restarting the app, please email the Support Team at AMl.waterapp@capetown.gov.za for further assistance.



Tokens and Activation

NO.	RESPONSE
9. Does my token expire?	No. Once you have generated your access token through the City of Cape Town e-Services portal, the same token remains valid and can continue to be used to link your smart water meter in the Smart water tab
10. Can I request a new token?	Yes. If you would like to generate a new access token, simply log in to the City of Cape Town e-Services portal, navigate to the Opt-In/Opt-Out tile (under Municipal Account tab), select your smart water meter, and first opt- out and then opt-in again to generate a new token. You can then use the newly generated token together with your meter serial number to link your smart water meter in the Smart Water tab



Consumption and Usage Data

NO.	RESPONSE
11. Why don't I see new data every day?	Your smart water consumption data is updated once every day. If you do not see new data, it may be because the latest meter readings are still being processed and have not yet been made available in the app. However, please note that this will not impact your monthly consumption data used for billing purposes. If the meter has not communicated for a few days, you will notice a spike in consumption when it communicates again, this is a cumulative consumption from the days before. If your consumption data has not been updated for more than 48 hours, please close and reopen the app to refresh the information. If the data is still not available, please email the Support Team at AMl.waterapp@capetown.gov.za for further assistance.
12. How often is my usage data updated?	Your smart water consumption data is updated once every day. The app displays your latest water usage, including hourly consumption data from the previous day, once it has been processed and made available. This ensures you have an up-to-date view of your water consumption trends and usage patterns daily.
13. Why is my consumption different from what I expected?	Please note that the app displays your daily smart meter consumption and should be used to help you monitor your water usage. If you believe the consumption shown is incorrect or have concerns about your smart meter readings, please email the Support Team at AMl.waterapp@capetown.gov.za for further assistance.



Consumption and Usage Data

NO.	RESPONSE
14. How far back can I view my usage history?	You can view your consumption history for the last six months within the Smart Water tab. If you would like to keep a record or analyse your usage further, you can download your consumption history as a PDF, Excel, or CSV report for your preferred reporting period. Simply navigate to the 'Download Usage Report' feature in the City's app and select the date range and file format you require.
15. Can I compare my usage over different periods?	Yes. The Smart Meter functionalities allow you to compare your smart water consumption over different time periods, including daily, weekly, and monthly views. You can also compare your current usage with previous periods to better understand your consumption patterns and identify changes in your water usage over time.
16. Why is there a delay in displaying my consumption data?	Your water consumption data is updated once every day. Before it is displayed in the app, the meter readings are securely collected, validated, and processed to ensure the information is accurate and reliable. To preserve the battery life of the meter, data is only transmitted once per day even though it is collected every hour. As a result, there may be a short delay before your latest consumption data becomes available. If your data has not been updated for more than 48 hours, please close and reopen the app. If the issue persists, please email the Support Team at AMI.waterapp@capetown.gov.za for further assistance.



Consumption and Usage Data

NO.	RESPONSE
17. Why are there days showing no consumption and then a big spike?	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. The effect of this is that when the meter comes back online and communicates, it may look like a spike in consumption. However, it is actually a cumulative total of all the usage that was not previously shown during the time period that the meter was not communicating. So, whilst hourly or daily consumption may not be available, you can trust that the cumulative total to be correct.



Notifications and Alerts

NO.	RESPONSE
18. What notifications will I receive?	The City's app can send you notifications to help you monitor your smart water consumption. These may include unusual usage alerts and service notifications related to your smart water meter. You can manage your notification preferences at any time through the Notification Preferences section in the Smart Water tab
19. Can I choose which notifications I receive?	Yes. You can customise your notification preferences within the Notification Preferences section of the Smart Water tab. There, you can choose which types of notifications you would like to receive, helping you stay informed about the information that matters most to you.
20. Why am I not receiving notifications?	If you are not receiving notifications, first ensure that notifications are enabled in both the City of Cape Town mobile app and your device's notification settings. Also check that you have selected the types of notifications you wish to receive in the Notification Preferences section of the app. If notifications are enabled and you are still not receiving them, please close and reopen the app. If the issue persists, please email the Support Team at AMI.waterapp@capetown.gov.za for further assistance.
21. What does a high consumption alert mean?	If you receive a High Usage alert, it means that your water consumption has reached or exceeded the usage budget (in kilolitres) that you set in the Smart Water tab. This alert is intended to help you monitor your water usage and take action before using more water than planned. You can review your recent consumption, adjust your usage where possible, or update your usage budget at any time through the Set Budget section of the app.



Customer Profile

NO.	RESPONSE
22. How do I update my contact details?	You can update your contact details by logging in to the Smart Water tab and navigating to Profile > Edit Profile. From there, you can update information such as your email address and mobile number, then save your changes. If you are unable to update your details through the app, please email the Support Team at AMI.waterapp@capetown.gov.za for further assistance.
23. Can I link more than one property to my profile?	Yes. If you have more than one property with a compatible smart water meter, you can link multiple properties to the Smart Water tab. For each property, you will need to obtain the relevant meter serial number and access token from the City of Cape Town e-Services portal before linking it in the app. Once linked, you can easily switch between your properties within the app to view the smart water consumption information for each one.
24. Can tenants and landlords both access the same meter data?	Yes. Both tenants and landlords can access the same smart meter data. The account owner can share access to the smart meter functionality by inviting additional users through the User Management → Add/Invite User section within the City's app. Once the invitation is accepted and the appropriate permissions have been granted, the invited user will be able to view the shared smart meter data.



Customer Profile

NO.	RESPONSE
25. Can more than one family member use the app?	Yes. More than one family member can use the app. The account owner can share access to the smart meter functionality by inviting additional family members through the User Management → Add/Invite User section within the City's app. Once the invitation has been accepted and the appropriate permissions have been granted, each family member will be able to access the shared smart meter data using their own account.
26. What happens if I move to a new property?	If you move to a new property, you will need to update your linked property in your City of Cape Town e-Services account. If your new property has an eligible smart water meter installed, you can generate a new token for that meter and use it to access its smart water consumption data within the app. Your previous property's smart meter data will no longer be available once your access has been removed.
27. How do I opt out of the smart meter functionality for a particular meter?	To remove a linked property, log in to your City of Cape Town e-Services account and manage your linked properties under the Opt-In/Opt-Out section. If you need assistance, please email the Support Team at AMI.waterapp@capetown.gov.za for further assistance.



Customer Profile

NO.	RESPONSE
28. How do I change my password?	You can change your password by logging in to your City of Cape Town e-Services account and navigating to your Account Settings. Select the option to Change Password, enter your current password, create a new password, and save your changes. If you have forgotten your e-Services password, select the Forgot Password option on the login screen and follow the instructions to reset it. If you continue to experience issues, please contact the City of Cape Town Call Centre on 0860 103 0889 for assistance.
29. What should I do if I forget my password?	If you have forgotten your app password, select the Forgot Password option on the City's app login page and follow the instructions to reset your password. Once your password has been reset, you can use your new password to sign in. If you are unable to reset your password or continue to experience issues, please email the Support Team at AMI.waterapp@capetown.gov.za for further assistance.



Technical Support

NO.	RESPONSE
30. What should I do if the app is not working?	If the City's app is not working, first close and reopen the app. Ensure that you have a stable internet connection and that you are using the latest version of the app. If the issue continues, uninstall the app and reinstall it, and if it remains unresolved, you should restart your device and try again. If the app is still not working, please email the Support Team at AMI.waterapp@capetown.gov.za for further assistance.
31. Why is the app slow or unresponsive?	The app's performance may be affected by a slow internet connection, temporary network issues, or if you are using an outdated version of the app. Ensure that you have a stable internet connection and that you have installed the latest version of the City of Cape Town mobile app. If the issue persists, please email the Support Team at AMI.waterapp@capetown.gov.za for further assistance.
32. Which devices are supported?	The City of Cape Town mobile app is available for compatible Android and iOS smartphones and tablets. To ensure the best experience, make sure your device is running a supported operating system and that you have installed the latest version of the app from the Google Play Store or Apple App Store.



Technical Support

NO.	RESPONSE
33. Do I need an internet connection to use the app?	Yes. An internet connection is required to sign in, link your smart water meter, and access the Smart Water tab and other app features. For the best experience, we recommend using a stable Wi-Fi or mobile data connection.
34. How do I update the app?	To update the City's app, open the Google Play Store (Android) or Apple App Store (iOS), search for the City of Cape Town app, and select 'Update' if a newer version is available. Keeping the app up to date ensures you have access to the latest features, improvements, and bug fixes.



Accessing Water Usage Data

NO.	RESPONSE
35. Why can't I see my water consumption data yet?	It may take up to 48 hours for your first consumption data to become available after your meter has been successfully linked. If your data is still unavailable after this period, please email the Support Team at AMI.waterapp@capetown.gov.za for further assistance.
36. How often is my water usage updated in the app?	Your smart water consumption data is updated once daily. The app displays your latest water usage after the available meter readings have been securely collected, validated, and processed.
37. Why is today's water usage not showing?	
38. Can I see my hourly, daily, and monthly water consumption?	



Accessing Water Usage Data

NO.	RESPONSE
39. Why does my usage look different from my water bill?	The app displays your smart water meter consumption data, while your municipal water bill is prepared using the City's official billing process. As a result, the billing period, processing dates, and billing calculations may differ from the consumption displayed in the app. The app should be used to monitor your water usage, while your municipal bill remains the official record for billing purposes.
40. How far back can I view my water consumption history?	You can view your smart water consumption history for the last six months within the City's app. You can also download your consumption history as a PDF, Excel, or CSV report for your preferred reporting period using the 'Download Usage Report' feature in the Smart Water tab of the app.
41. Who do I contact if I need help understanding my usage?	If you need assistance understanding your smart water consumption data or have any questions about the information displayed in the app, please email the Support Team at AMl.waterapp@capetown.gov.za for further assistance.



Unusual Usage Data & Alerts

NO.	RESPONSE
42. Why did I receive an unusual usage alert?	An 'unusual usage' alert is generated when your smart water meter detects continuous water flow over an extended period, which may indicate a possible water leak. This could be caused by a leaking tap, toilet, irrigation system, or an underground pipe. We recommend checking your property as soon as possible to identify the source of the continuous water usage if you are unaware of planned continuous usage like filling a pool.
43. Does unusual usage always mean I have a leak?	No. An unusual usage alert indicates that continuous water flow has been detected, but it does not always mean there is a leak. The alert may also be triggered by legitimate continuous water use, such as filling a swimming pool, operating an irrigation system, or other activities that use water over a long period. We recommend reviewing your recent water usage before taking further action.
44. What should I do if I receive an unusual usage notification?	If you receive an abnormal 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.



Unusual Usage Data & Alerts

NO.	RESPONSE
45. How does the app detect unusual water usage?	The app receives information from your smart water meter, which continuously monitors your water consumption and other events. If the meter detects continuous water flow or unusual consumption patterns that meet the City's configured alert thresholds, a notification is sent to the app to help you identify potential water leaks or abnormalities as early as possible.
46. Can the app tell me where the leak is?	No. The app can only notify you that continuous or unusual water usage has been detected by your smart water meter. It cannot identify the exact location of a leak on your property. You will need to inspect your plumbing or engage a qualified plumber if you are unable to locate the source.
47. Why did I not receive a leak alert even though I had a leak?	Unusual usage alerts are not always sent immediately. The Smart Water app may take up to one day to process and display the latest alerts. As a result, you may notice a leak before receiving an abnormal usage notification in the app. If you suspect a leak but have not received an alert after this period, please inspect your property or contact the City of Cape Town Call Centre on 0860 103 089, or log a query online at www.capetown.gov.za/servicerequests. A technician will inspect and resolve the issue.



Billing and Consumption

NO.	RESPONSE
48. Will the app show rand value as per the city official water bill?	No. The smart water functionality displays your smart water consumption information only. Your official municipal water bill will continue to be issued through the City's normal billing process and can be viewed through the appropriate City of Cape Town billing channels.
49. Why is my bill higher than expected?	If your bill seems higher than expected: 1. Check for visible leaks or dripping taps. 2. Compare your bill with previous months. 3. View your detailed water consumption on the City's app once available 4. If the issue remains, contact the City's Water Services Call Centre on 0860 103 089 or log a query online at www.capetown.gov.za/servicerequests. A technician may be assigned to investigate and verify your meter reading.
50. Can I see rand value based on my current usage?	No. This feature is currently not available on the City's app. The app displays your smart water consumption data only and does not provide estimated water costs based on your usage. Your official municipal water bill will continue to be calculated and issued through the City's normal billing process.



Billing and Consumption

NO.	RESPONSE
51. How can I reduce my water consumption?	The app helps you monitor your daily water usage, identify unusually high consumption, and receive alerts for possible leaks or when your usage budget has been reached. By reviewing your consumption regularly and addressing unnecessary water use, you can make informed decisions to reduce your overall water consumption.
52. Will using less water immediately reduce my bill?	Reducing your water consumption can help lower your future water bills. However, because municipal bills are issued according to the City's billing cycle, changes to your water usage may not be reflected immediately on your next bill.
53. Why does my app show lower consumption but my bill has not changed?	The app displays your daily smart water consumption, while your municipal bill is generated according to the City's official billing cycle. As a result, there may be a delay between the consumption shown in the app and when it is reflected on your municipal water bill. The app is intended to help you monitor your water usage between billing periods.
54. How do I request assistance if my app data looks incorrect?	If you believe that the data displayed in the app is incorrect, first ensure that your app is updated and refresh the data, then please email the Support Team at AMI.waterapp@capetown.gov.za for further assistance.



Notifications

NO.	RESPONSE
55. What types of notifications will I receive?	The City's app can send you notifications to help you monitor your water consumption. These may include unusual usage alerts and service notifications related to your smart water meter. You can manage your notification preferences at any time through the Notification Preferences section in the app.
56. Can I choose which alerts I receive?	Yes. You can customize your notification preferences within the Notification Preferences section of the Smart Water tab. From there, you can choose which types of notifications you would like to receive helping you stay informed about the information that matters most to you.
57. Will I receive notifications for water outages in my area?	Yes. The City's app already provides notifications for planned and unplanned service disruptions through the Service Alerts section of the app. These notifications are separate from the smart water meter functionality and are already available.
58. Will I be notified when unusual usage is detected?	Yes. If your smart water meter detects unusual water usage based on the configured alert criteria, you will receive a notification through the app. These alerts are designed to help you identify unusual water usage early so that you can investigate and take appropriate action.
59. Can I receive alerts via SMS as well as through the app?	No. At this stage, notifications and alerts are available only through the City's app. SMS notifications for smart water consumption and alerts are not currently supported.



Service Requests and Fault Reporting

NO.	RESPONSE
60. Can I report a water leak through the app?	Yes. You can also report a water leak by contacting the City of Cape Town Call Centre on 0860 103 089, to ensure the issue is logged and attended to as quickly as possible.
61. Can I report a faulty meter through the app?	Yes. You can also contact the City of Cape Town Call Centre on 0860 103 089 or log a query online at www.capetown.gov.za/servicerequest.
62. Can I track the status of a reported water issue on the app?	Yes. You can also contact the City of Cape Town Call Centre on 0860 103 089 for more information.

Use water wisely, and help others to do so too. See other useful information about the City's Water By-law and saving water at www.capetown.gov.za/savewater

Don't delay – report burst pipes, faulty meters and incidents of water wastage:

- Call 0860 103 089 (choose option 2: water-related faults)
- SMS 31373 (maximum of 160 characters)
- Email water@capetown.gov.za
- Online through our Service Requests tool at www.capetown.gov.za/servicerequests

Produced by the Water and Sanitation Directorate of the City of Cape Town.

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Please note that this document may be updated from time to time. Visit www.capetown.gov.za to check for the most recent version as a free electronic download.

www.capetown.gov.za/savewater



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Making progress possible. Together.