



CITY OF CAPE TOWN
ISIXEKO SASEKAPA
STAD KAAPSTAD



Quick reference guide

SMART WATER ON CITY OF CAPE TOWN APP

Making progress possible. Together.

What can you do with the Smart Water Tab on the City's App?

The 'Smart Water' tab is a new feature added to the existing City of Cape Town mobile app menu.

It's a resource for customers who've had a smart water meter installed on their properties by the City, as part of the roll out of the Water and Sanitation AMI Programme.

The information on the app gives residents greater visibility and control over your water usage, hoping you make informed decisions and use water responsibly.



View water usage daily, weekly or monthly



Track water usage patterns over time



Get alerts about unusual water use



Download historical data reports



Share access with tenants or family members

Important to understand

- The Smart Water tab on the City's app is an information tool.
- It does not replace your municipal bill or the City's official billing process.
- The app's usage periods may differ from your municipal billing periods.
- Data may not always be available immediately.
- This is the first version of the Smart Water service and features will continue to improve over time.

How to get started



Before navigating the app

1

Download the City of Cape Town App

Install it from the app store on your smartphone and update it to the latest version.

2

Register and log in to e-Services

You need a registered City e-Services account and your username and password to use the app.

3

Ensure that your property has a smart AMI water meter installed

Only properties with a smart water meter registered to your municipal account are available on the app

4

Get your meter serial number

You will need the meter serial number (which can be found in e-Services).

5

Opt-in and generate an access token

You must opt-in to your smart water meter and generate an access token in e-Services to link your meter in the app by:

- Logging in to e-Services.
- Go to Municipal Accounts.
- Search 'Meter Data Opt-in/ opt-out.
- Opt-in to your smart water meter.
- A unique access token will be displayed on screen.
- Copy the token and meter number, and keep it safe.

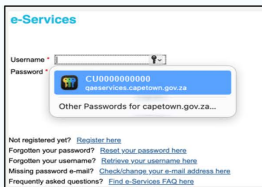
How to opt in on e-Services

Follow these steps to opt-in and generate your access token for your smart water meter

1

Log in to e Services

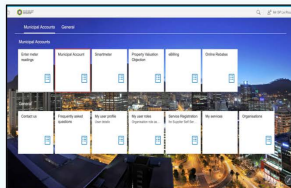
Go to the City of Cape Town e-Services website and log in with your username and password.



2

Go to Municipal Accounts

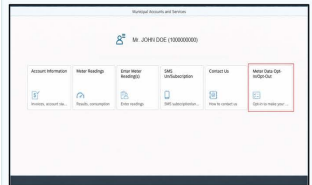
Once logged in, select Municipal Accounts from the menu.



3

Select Meter Data Opt-In / Opt-Out

Under Municipal Accounts, select Meter Data Opt-In / Opt-Out.



4

Opt in to your smart water meter

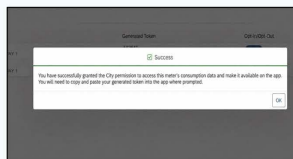
View the smart water meters linked to your account, select the meter you want to link and move the opt-in toggle to IN.



5

Accept the grant permission agreement

Read and accept the grant permission message, then click OK.



6

Copy your access token

A unique access token will be generated and displayed on the screen. Copy the meter serial number token and keep it safe - you will need it to link your meter in the City app.

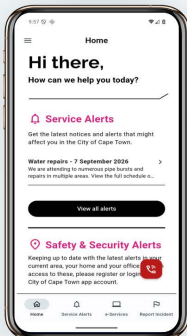


Add your meter on the app

Follow these steps to opt-in and generate your access token for your smart water meter

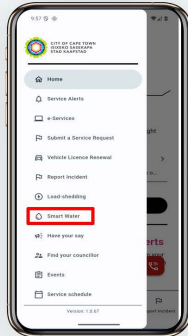
1 Open the City app

Open the City of Cape Town app on your smartphone and tap the menu icon.



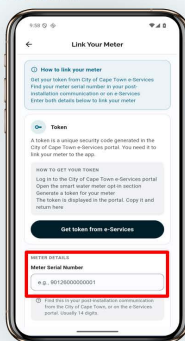
2 Select Smart Water

From the menu, tap Smart Water.



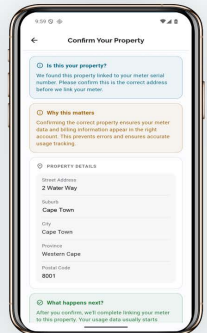
3 Enter your details

Enter your meter serial number and the access token from e-Services, then tap Link Meter to My Account.



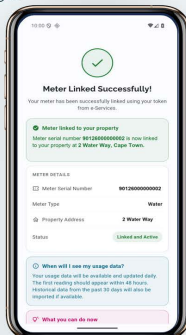
4 Confirm your property

Check the property address displayed on screen.



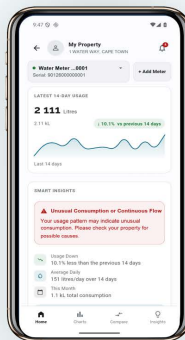
5 Wait for confirmation

Once the meter has been successfully linked, you will see a confirmation message.



6 Start using Smart Water

You can now view your water usage, charts, alerts and reports.



! Important

- Check the property address carefully before confirming.
- If the meter number or address does not look correct, do not continue.
- Access tokens can only be used once. If linking fails, generate a new token in e-Services.
- The meter must be a smart water meter and registered on your municipal account.
- If you are unsure or need assistance, contact Smart Water App support.



Need help?

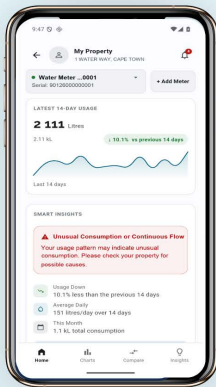
For help with linking your meter or using the app, email: ami.waterapp@capetown.gov.za

View your Water Usage Data

Your Smart Water dashboard gives you a clear view of your water usage, trends and alerts

1 Your dashboard

The dashboard (Home) is your starting point and shows a summary of your water usage.

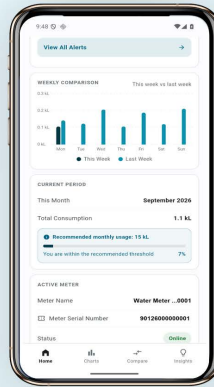


You can see:

- The selected meter and address
- Current period usage
- Recent usage (14 days)
- Smart insights (where available)
- Quick links to charts, alerts and reports
- Meter details and settings

2 View your consumption

Tap Charts to view your water usage in more detail. You can view your usage by day, week or month.

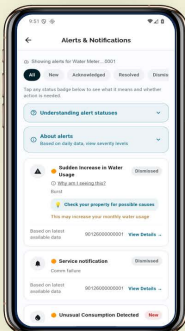


Choose a view:

- Daily**
See hourly consumption for a selected day.
 - Weekly**
See daily totals for the past seven days.
 - Monthly**
See daily totals for the selected month.
- Each view shows your total usage, average consumption and peak usage for the period.

3 Understand your alerts

The app highlights unusual water usage patterns that may need your attention.



What to do:

- 1 Read the alert details.
- 2 Check your property for open taps, irrigation, toilet leaks or unusual use.
- 3 A possible leak, burst or abnormal flow still needs to be checked at your property.
- 4 Contact a plumber or the City support channel if you need assistance.



Important to remember

- Alerts are a guide, not a confirmed diagnosis.
- The meter measures water flow. It does not physically see leaks.
- Not every visible leak will trigger an immediate alert.
- Meter readings and app updates may appear with a delay depending on communications and processing.



Tips for using your information

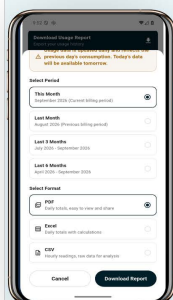
- ✓ Check your usage regularly to spot changes early.
- ✓ Compare your usage across different periods (e.g. summer vs winter).
- ✓ Use the information to help manage your water use and identify possible leaks.
- ✓ Access detailed reports if you need to keep a record.

Download reports and more

Download historical data reports to see water usage patterns, manage access, opt out if needed and get help

1 Download a usage report

You can download your water consumption history for your own records.



Your report includes:

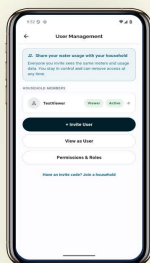
- Water consumption data
- Selected time period
- Total usage, average and peak usage

Please note:

- It is not your municipal bill.
- The report shows your consumption information only.
- App periods may differ from your billing periods.

2 Manage household access

You can give other people access to your smart water meter data, for example tenants or household members.

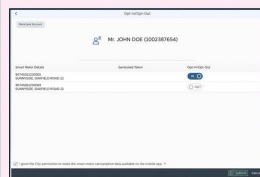


Keep in mind:

- Only share access with people you trust.
- You can remove access at any time.
- All additions and removals are logged for security.

3 Opt out (revoke access)

You can withdraw your consent and revoke access at any time in e-Services.

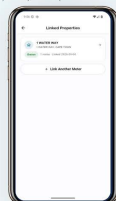


What happens when you opt out?

- Your permission is revoked.
- Your token is deactivated.
- The change is sent to the City's system.
- Your meter data will no longer be shown in the app after successful revocation.

4 More than one meter?

You can link and view more than one meter, for example for a second property.



Use the meter selector at the top of the screen to switch between your linked meters.

5 Keep your details up to date

Make sure your contact details in e-Services are current so you can receive important notifications.



You may receive:

- Alerts about unusual usage patterns (where available).
- Important updates about the Smart Water service.
- Communication from the City regarding your smart meter.

6 Need help?

We're here to help!

Help with the Smart Water app

(linking your meter, using the app, etc.)

ami.waterapp@capetown.gov.za

General smart water meter or AMI queries

Contact the City Contact Centre

0860 103 089

Thank you for using Smart Water on the City's App !

For queries on the Smart Water feature on the City's App,
please email: AMI.waterapp@capetown.gov.za



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