



To Whom It May Concern,

NOTICE TO ALL RESIDENTS: COOPERATION WITH METER INSTALLERS

Dear Valued Customer,

The Zululand District Municipality is currently undertaking a **prepaid water meter installation and maintenance project** to ensure accurate measurement of water usage and improved service delivery.

To facilitate this process, we kindly request your **cooperation** with our **authorized meter installers from IOT World**, who will be working in your area from the **17th February 2025** onwards.

What You Need to Know:

- ✓ **Authorized personnel:** All installers will carry official identification and work in marked municipal or contractor vehicles.
- ✓ **Access required:** Installers may need access to meters located inside properties or

Enclosed areas.

- ✓ **Minimal disruption:** The process is quick and will not significantly affect your daily activities.
- ✓ **Safety first:** If you have concerns, please contact the municipality to verify installer credentials.

How You Can Help:

- ✦ Ensure that **installers can access your meter** during working hours.
- ✦ Keep pets secured to prevent interference.
- ✦ Report any **tampered or faulty meters** to the municipality.

For any questions or verification, please contact **035 874 5500** or visit **www.zululand.org.za**.

Thank you for your cooperation in improving our services!

MR RN HLONGWA
Municipal Manager

"Service Delivery through Integrity"



PREPAID WATER METER INSTALLATIONS



Zululand
District Municipality

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DO NOT TAMPER WITH THE PREPAID WATER METERS

The prepaid water meters are the property of the Zululand District Municipality. Any damage caused to the meter will incur a fine of R6 500 on your customer account. Your water could also be disconnected until you pay the fine.



Update Your Details

Please make sure that you give the meter installer your latest contact details including cellphone number and email address so that we can update our systems.



How to Top-Up your Meter

Purchase a token via the various banking and retail channels or do an EFT directly and receive your token via SMS (make sure you provide your correct cellphone number to the meter installer). We are continuously adding vending points. Please check with your meter installer where the latest vending points are located.



Enter your 20-digit token number via the meter keypad and press the orange enter button. To view your credit balance on your meter, turn your keypad on by pressing the orange enter button. Then press 1 and then press enter. The keypad will connect to your meter and display your kilolitre balance left on your meter.

For any questions or verification, please call the Customer Care Manager on 072 240 0178 or visit www.zululand.gov.za

Thank you for your cooperation in improving our services!