



**RAYMOND
MHLABA**
MUNICIPALITY
.....
UMANYANO KUPHULISO



FREQUENTLY ASKED QUESTIONS

PART 1



What is the Smart Metering Project?

The Smart Metering Project is an initiative to replace traditional electricity meters with advanced smart meters to help residents track energy consumption efficiently and improve energy management.

What are smart meters, and how do they work?

Smart meters are digital devices that accurately measure and monitor electricity usage. They help residents manage energy usage better.

Who will be installing my meter?

Authorised Installers from Conlog and Raymond Mhlaba Local Municipality will perform the installation.

Will I be charged for the installation?

No, residents will not be charged for the installation. This initiative is funded by the municipality to improve municipal infrastructure.

Do I need to be home during the Installation?

Yes, someone needs to be home to grant access to the existing meter. If not, please follow the instructions provided by the installer to arrange a suitable time.

How will I know that the installer is an official representative?

Installers will carry municipal branded ID badges and wear identifiable uniforms. They will also carry an authorisation letter from the municipality.

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FREQUENTLY ASKED QUESTIONS

PART 2



Will there be a power outage during the installation?

Yes, there will be a power interruption while the old meter is removed and the new smart meter installed.

What are the benefits of using a smart meter?

Benefits include accurate, real-time tracking of electricity usage, no need for manual readings, easier energy management to save on costs, and quicker identification of faults in your energy supply.

How can I monitor my electricity usage with a smart meter?

After installation, you will receive information on accessing your usage data through an online portal or mobile app, as provided by your Municipality.

Who should I contact if I have questions or concerns?

You can visit us at our municipal offices or contact us on our social media platforms should you have any questions or concerns.

Is my information secure with a smart meter

Yes, your information is secure — smart meters use encrypted communication and comply with data protection laws to ensure your usage data is safely transmitted and stored by the service provider.

I am a tenant. Do I need to notify my landlord? Do they need to give permission for the installation?

Yes, it's a good idea to inform your landlord of the upcoming installation. Although the installation does not require a payment from the property owner, it helps to maintain transparency.

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