



Reading your own
electricity meter puts
you in charge of your
electricity bill

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Many overseas utilities have their customers read their own meters and submit their own meter readings. Utilities make various channels available so that customers can choose the option that best suits their needs. Here in South Africa the movement to a self-help service approach is taking off and thus Eskom would like to provide you with various channels to submit your own meter readings too.

As an Eskom directly supplied customer, you can now read and submit your own meter reading on a monthly basis using a channel of your choice. Submitting your own electricity usage means you know your bill is accurate and you can count on only paying for what you used.

Reading your meter is easier than you think

Of all the means Eskom has for you to submit your readings, the easiest is either to download the Eskom App ([Andriod](#) & [Apple](#)) onto your mobile phone or to submit your reading using the [Eskom internet portal CS-Online](#).

You need to submit your meter readings within a specific window period. To find out what your window period is, look at your bill and find your next estimated reading date. This is indicated on the sample bill below. Mouse over the bill to find out more. Your meter readings should be submitted one to two days before this date. Any readings submitted outside of this window period will unfortunately not be used to calculate your next bill.

TAX INVOICE

This tells you whether your meter reading was an actual meter read or an estimate

This indicates the next meter read and the type of reading

Meter number

Meter reading for this point of delivery

Always read your meter two days before this "Next estimated reading" date.

READING TYPE: ACTUAL		READING DATES: 2016/10/11 - 2016/11/09		NO OF DAYS: 29	SEASON:
Your next estimated reading will be on 09/12/2016					
CONSUMPTION SUMMARY FOR BILLING PERIOD					
METER NUMBER	PREV. READING	CURR. READING	DIFFERENCE	CONSTANT	CONSUMPTION
319128	53862.0000	53862.0000	0.0000	1.0000	0.0000
TOTAL ENERGY CONSUMED FOR BILLING PERIOD (kWh)					0.00
PREMISE ID NUMBER		6558615513	TARIFF NAME: Landrate 1,2,3		

Billing Period

Using the MyEskom App

If you would like to submit your readings on the MyEskom app, you could follow this simple step by step guide to get you registered.

What you will do	What you will see
Step 1 Login to the “MyEskom customer app” with your username and password	Account Detail (My Current Bill)
Step 2 Under menu options, click on “Submit meter reading”	“Meter reading capture” screen will display
Step 3 Click on “Please select a premise”	Premise will display
Step 4 Click on the relevant premise for which you are submitting a reading	“Meter reading capture” screen will be displayed again
Step 5 Select the date on which you are submitting your meter reading from the calendar	Selected date will display.
Step 6 Enter the meter reading for the first meter number in the “Enter your reading” field.	The captured reading for the first (or only) meter will be displayed
Step 7 If applicable: Enter the meter reading for the second meter number in the “Enter your reading” field.	Selected date will display.
Step 8 If applicable: Enter the meter reading for the third meter number in the “Enter your reading” field.	Selected date will display.
Step 9 Click on the “Submit” button	Success page will display with the following message: “Thank You - Your request has been submitted. Your reference number will be sent to you shortly via SMS. Our target is to process your submitted meter readings within 1 working day. A copy of your request has been emailed to your registered address”.
You are done! Click on “Next” button on success page.	“My accounts” page displays

Submitting your meter reading using Eskom's Customer Service Online function

Follow these steps below if you would like to submit your meter readings via the Eskom CS Online.

What you will do

Step 1 Go to <https://csonline.eskom.co.za/>
Select the "Submit Meter Readings" button.

Step 2 Enter a "Reading Date" and "Reading Time". Displayed on the page will be your unique reading window.
NOTE: Your meter reading will not be used in the calculation of your next bill if it falls outside of your unique window period.
Additional reasons why your meter reading may possibly not be on your next bill appear at the bottom of the page.

What you will see

The screenshot shows the Eskom Customer Service Online login page. At the top, there is the Eskom logo and navigation links: Home, Help & Support, How to Contact Us, Registration, Need Help?, and Login. Below the navigation is a welcome message: "Welcome to the Eskom Customer Service Website". A prompt says "To Login choose either option 1 or 2 below, fill in your details and click enter". There are two login options: 1. Account Number, with fields for Eskom Account Number (e.g., 8706635760) and Password (e.g., TAY13428), and an Enter button. 2. Pre-Paid Meter Number, with fields for Pre-Paid Meter Number and Password (e.g., TAY13428), and an Enter button. Below the login options is a "Register" button and a "Forgot Password" button. A small notice about Customer Satisfaction Surveys is also present.

The screenshot shows the "Submit Meter Readings" page on the Eskom Customer Service Online portal. At the top, it says "Eskom Customer Service Online" and "You are now accessing account number: 8706635760". Below this is a "Submit Meter Readings" section with the instruction "Submit your own meter readings to minimise estimated bills." and "Your next reading window period is: 13/10/2020 - 18/10/2020". Step 1: "Select the Meter Reading Date and Time" shows a form with "Reading Date" set to 17/09/2020 and "Reading Time" set to 12:00 AM. Step 2: "Select a Meter Number" shows a table with meter details:

METER NO	LAST READING	READING TYPE	METER READING
1001002270822	9	Regular	54442

Step 3: "Enter a Reading" shows a form with "Please Enter a Reading" and a "CAPTURE METER READING" button. Step 4: "Submit Captured Readings" shows a "SUBMIT" button. A "TAKE NOTE!" section at the bottom explains that readings outside the window period may not be used for billing and provides a link for more information.

What you will do

Step 3 Select the meter that you would like to enter a reading for, by selecting a meter number in the data grid provided. Enter the reading in the “Please enter a reading field”, and select the “Capture Meter Reading”. This step will be repeated 3 times for 3 phase meters. Select the “Submit Request” when all readings have been entered. NOTE: If the meter readings fall outside of your unique window period, they may not be used in the calculation of your next bill. Additionally, see the bottom of the page for reasons as to why your meter reading may possibly not be used on your next bill.

Step 4 On the confirmation page, select the “Final Submit” button.
Note: To edit a meter reading, select the “Edit Meter Readings” button and navigate back to the screen in step 3. Step 3 and step 4 may be repeated, until you select the “Final Submit” button.

You are done! Your reference number will appear.

What you will see

Eskom Customer Service Online
You are now accessing account number: 8706635760
Click here to change account

Submit Meter Readings

Submit your own meter readings to minimise estimated bills.
Your next reading window period is:
13/10/2020 - 18/10/2020

Step ①: Select the Meter Reading Date and Time

Reading Date: 17/09/2020 Reading Time: 12:00 AM

Step ②: Select a Meter Number

METER NO	LAST READING	READING TYPE	METER READING
1001002270822	9	Regular	54442

Step ③: Enter a Reading

Please Enter a Reading: **CAPTURE METER READING**

If your readings fall outside of your window period above, they may not be used in the calculation of your next bill. Additionally, there are other reasons why the readings may not be used for billing. For a full list of reasons please click on the following link: [Reasons why your meter reading may not be used.](#)

SUBMIT

Eskom Customer Service Online
You are now accessing account number: 8706635760
Click here to change account

Confirm Submit Meter Readings

Please confirm the following details before submitting your meter readings:

Date: 17/09/2020
Time: 00:00

METER NO	LAST BILLED READING	READING TYPE	METER READING
1001002270822	9	Regular	54442

EDIT METER READINGS **FINAL SUBMIT**

Submit Meter Reading

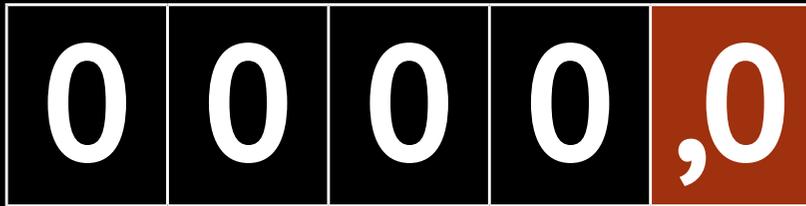
Thank You.

Your reference number is 5297730. We aim to process your Submitted Meter Readings within 1 working day.

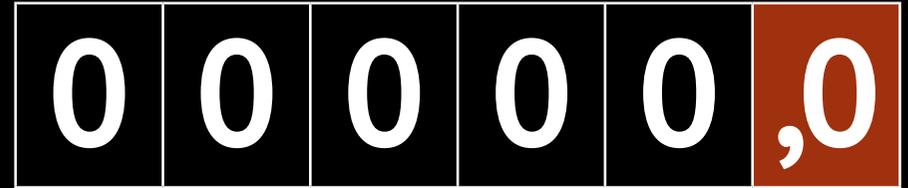
Get to know your meter

There are various types of electromechanical meters. The diagrams below show the 4, 5 and 6 dial meters.

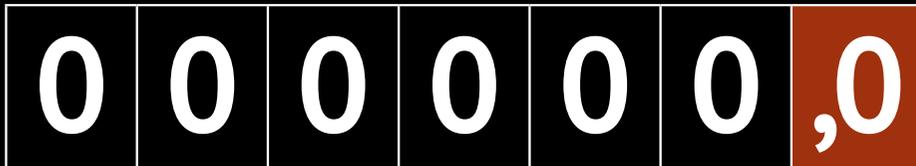
Meters could have up to 9 numbers, the comma could be in black or your meter could not have a comma at all.



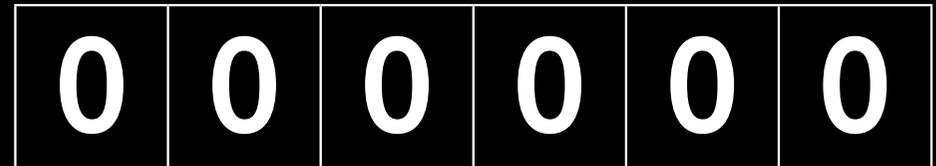
Read **four** numbers from left to right
Exclude any numbers to the right of the comma



Read **five** numbers from left to right
Exclude any numbers to the right of the comma



Read **six** numbers from left to right
Exclude any numbers to the right of the comma



Read **six** numbers from left to right
Other meters have 7,8 and 9 numbers



Figure 1: The Schlumberger kWh meter with 5 numbers. All 5 of the numbers up to the comma must be read, including any zeros. This reading would be 00000



Figure 2: Itron kWh meter with 5 numbers. All 5 of the numbers must be read including any zeros before the comma. This reading would be 00002



Figure 3: Actaris kWh meter with 6 numbers and one decimal. Read the first six numbers only, do not read the far right number after the comma. This reading would be 000007



Figure 4: Mitsubishi kWh meter with 6 numbers. This reading would be 041107



Figure 5: Elster kWh meter with 6 numbers. All 6 of the numbers must be read including any zeros before the comma. This reading would be 000000



Figure 6: Landis + Gyr E550 meter with 6 dials.

All 6 of the dials or numbers must be read including any zeros before the comma. Do not read the numbers to the right of the decimal. This reading would be 000010.



Figure 7: Elster kWh meter with 6 numbers. All 6 of the numbers to the left of the comma must be read including any zeros. This reading would be 000001

Note: If you have difficulty in seeing numbers through a dirty or damaged glass, let us know, and we will gladly rectify this.

If a sticker appears on your meter indicating a constant, please contact the Eskom Contact Centre for assistance on how to read your meter.

How to submit your meter reading

Eskom recommends the two best channels to submit your readings are:

1. Downloading the [MyEskom Customer App] (Windows, Android and IOS), or
2. Registering on the Eskom customer portal [CS Online] (www.eskom.co.za/csonline)

Words in [] should link to the page that displays this tool

What to do if your bill looks too high

It is useful to familiarise yourself with your households usage pattern to detect any significant changes in your consumption.

If your account is higher than normal:

- Check to see if there are additional charges on your account that month. These could be call-out fees, meter test fees or increased deposit installments.
- Your account may have been under estimated occasionally and an actual read now creates a large account. This means a billing correction has been made.
- Should you be on a time-of-use tariff, bear in mind that there will be significant changes in your total bill when the tariff changes from the Low Demand (September – May) to the High Demand (June-August) season.
- Generally in winter, usage increases due to hot baths, heaters being used and using lights for longer hours due to it getting dark earlier. [Click here](#) for more energy efficiency tips for the household.

We all need to pay for what we use

Remember, in order for you to keep on enjoying the benefits of electricity, and for us to keep on supplying it, you are required to keep your payments up to date – this is your responsibility. This liability is based on both common and contractual law. Should you have a large amount to pay because of corrections Eskom will negotiate a [re-payment period] with you, with legal principles being applied. Recovery will be effective at the historic applicable tariffs. But note that interest may not be charged. [Link to a page that give more information on how to get this service.](#)

Eskom is happy to assist you with your queries.

If you have questions on what has been shared here please feel free to click on these links for further guidance .

Website link: www.eskom.co.za

 [Eskom_SA](#)

 [eskomsouthafrica](#)

 [eskom_hld_soc_ltd/](#)

or call **08600 37566 (ESKOM)**

Together we can make a difference