

## SELF-READING (SMS)

This service allows you to submit your monthly water / electricity meter reading via SMS. Below is the information on how to register and submit your reading.

### 1. Registration

You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269600. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

Your SMS should look like this: **EXAMPLE**  
**mreg (space) accountNo\*statementKey → send to 269600**



The Account Number and Statement Key can be found on your monthly statement at the [indicated the position on the statement where the key is found]. Please note only the Statement Key on the latest statement will be accepted.

**WHERE TO FIND THE STATEMENT KEY ON YOU STATEMENT**

**windhoek**  
Windhoek, Namibia

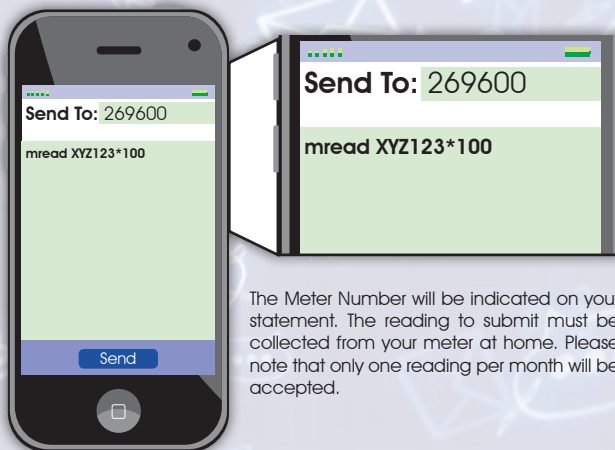


Tax Invoice	
Statement Key	JVOM1LWMEW
New Acc No.	10240888

### 2. Reading Submission

Once your cell phone number is registered to an Account, you are eligible to submit your monthly reading by sending an SMS to 269600. Send separate SMSes for water & electricity readings.

Your SMS should look like this: **EXAMPLE**  
**mread (space) MeterNo\*Reading → send to 269600**



The Meter Number will be indicated on your statement. The reading to submit must be collected from your meter at home. Please note that only one reading per month will be accepted.

How to read your electricity meter



Read only the 5 white digits

How to take your water reading



Read only the first 4 black digits

**NB: A FEE OF N\$0.40 WILL BE CHARGED PER SMS.**

**READINGS TO BE TAKEN AND SUBMITTED BETWEEN 20<sup>TH</sup> AND 31<sup>ST</sup> OF EVERY MONTH.**

**E-MAIL SELF-READINGS AND FAX READINGS WILL NOT BE ACCEPTED**

The City of Windhoek is experiencing challenges in accessing some properties to take meter readings. Clients are however encouraged to register and submit readings via sms.

**TO AVOID ESTIMATIONS ON THE ACCOUNT, CLIENTS ARE ENCOURAGED TO REGISTER FOR SELF – READINGS VIA SMS.**

For further enquiries on sending readings via SMS kindly contact 290-3026, 290-2303, 290-2135, 290-2221, 290-2213 and 290 2566.

By submitting your water and electricity meter readings you will then ensure that your statement reflects the actual charges for both electricity and water consumption.

Your cooperation in this regard will be much appreciated.

The City of Windhoek remains committed to deliver effective and efficient municipal services, thereby enhancing the quality of life of all our people.

### Issued by:

Office of the Chief Executive Officer  
 Corporate Communications, Marketing and Public Participation  
 Tel: +264 61 290 2365 / 2044  
 Fax: +264 61 290 2344  
 E-mail: communication@windhoekcc.org.na