



NEW SMART WATER METERS

FREQUENTLY ASKED QUESTIONS

Q: How long will my water service be interrupted during installation?

A: Typically, the installation process takes about 1 or 2 days. During that timeframe, water may be shut off for 2 hours. However, water service will be restored daily before 17h00.

Q: Will the SMART Water Meter disconnect my water if I haven't paid my municipal bills?

A: No, the SMART meter doesn't function as a prepaid water meter. Its smart feature is to automatically read and report your water consumption. Once you register your SMART water meter, you will have access to your consumption.

Q: Why is the meter box placed outside, while the stop valve is inside my property?

A: The SMART Water meter is considered municipal property and is therefore located within the road reserve. The stop valve, on the other hand, is your property, allowing easy access for you to control your water supply if you need to do work within your property.

Q: What do I do if the meter is leaking?

A: If you notice a leak upstream of the meter or within the meter box, please report it to the George Municipality Civil Engineering Complaints Desk on 044 801 9260/62/66. A leak downstream of the meter (including a leak at the stop valve) must be fixed by yourself as the property owner.

Q: If there's a leak at the meter, who is responsible for the cost?

You will not be charged for lost water upstream of the meter or within the meter box. If you wish to dispute account charges, please contact accounts@george.gov.za or Accounts on 044 801 9111.

Q: Why is my meter relocated?

A: Meters are typically relocated so that they are protected from damage.

Q: Why isn't my driveway/garden immediately restored after SMART Water Meter installation?

A: Reinstatement is handled by a different team than the meter installation crew. The meter needs to undergo inspection and approval before the area can be reinstated, a maximum of 1 week.

Q: Why do I need to register my SMART Water Meter?

A: Registering your SMART Water meter will allow you to access value-added services such as viewing your consumption, usage history and being notified of leaks on your property. If you are not interested or otherwise unable to register on Ontec George Home, the meter will still be billed as usual on your account. You may request a meter key from Civil Engineering Services to manually check your water meter.

Q: I don't have an e-mail address, can I still register my SMART Water Meter?

A: Unfortunately, no. An e-mail address is required.

Q: Do I need to check the Ontec George Home app or website for my account and billing?

A: No, you will receive your account from George Municipality in the normal manner.

Q: I have multiple accounts and multiple meters, what should I do?

A: Please register each meter individually on the Ontec George Home app or website. You are able to name each meter individually for easy reference.

Q: Will the meter work if I don't register it?

A: Registering your SMART Water Meter will allow you to access value-added services such as viewing your consumption, usage history and being notified of leaks on your property. If you are not interested or otherwise unable to register on George Home, the meter will still be billed as usual on their account. You may request a meter key from Civil Engineering Services to manually check your water meter.

Q: How to I obtain a key for the meter?

A: Please request a key from Civil Engineering Services 044 801 9260/62/66.

Q: The meter was installed, and I do not have water – who do I contact?

A: It is most likely that the stop valve downstream of the meter was turned off. Please turn the handle so that it is in line with the pipe and water should be restored. If water is not restored, then please contact the George Municipality Civil Engineering Complaints Desk on 044 801 9260/62/66.

Q: I don't have a smart phone, can I still register my SMART Water Meter?

A: Yes, you can register via the George Home website, <https://george.ontec.co.za>, using a computer with an internet connection. You can also access value-added services such as viewing your consumption, usage history and being notified of leaks on your property by logging in regularly.