ELECTRICITY FAULT REPORTING 2024

REVISION: 1

ETHEKWINI
MUNICIPALITY
MOBILE APP

ETHEKWINI ELECTRICITY
WHATSAPP CHATBOT

24 HOURS

FAULT REPORTING

ETHEKWINI ELECTRICITY
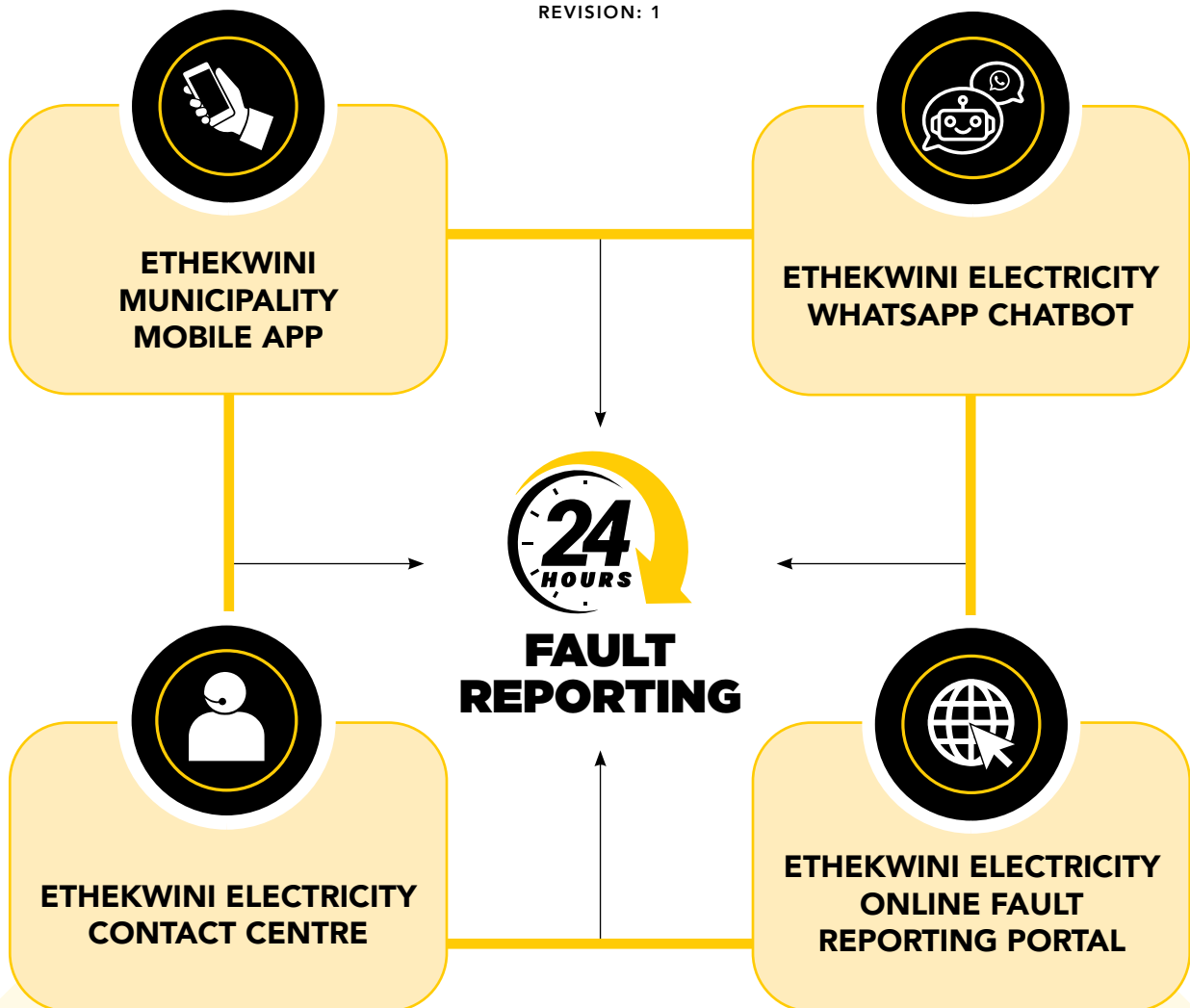CONTACT CENTRE

ETHEKWINI ELECTRICITY
ONLINE FAULT
REPORTING PORTAL

"No More Waiting in Contact Centre Queues for Electricity Fault Reporting"

INTRODUCTION OF MULTIPLE FAULT REPORTING PLATFORMS FOR AN IMPROVED ELECTRICITY SERVICE

In our continuous effort to improve our level of service, we have embraced digital technology and diversified our fault reporting platforms. We have developed three (3) new electronic fault reporting platforms. These platforms facilitate the quick and efficient reporting of electricity faults, immediately generating a reference number. Once the reference number has been generated, your reported fault seamlessly integrates into our fault reporting system, joining the queue at the Control Room for allocation to a fault investigation team. The following fault reporting platforms are available to you on a 24-hour basis:

EThekwini Municipality Mobile App	EThekwini Electricity WhatsApp Chatbot	EThekwini Electricity Online Fault Reporting Portal	EThekwini Electricity Contact Centre
The Mobile App offers multiple services, including uploading electricity meter readings and reporting electricity faults.	Send a WhatsApp message saying **"Hi"** to **076 791 2449** and follow the Chatbot prompts.	Visit *www.durban.gov.za*, click **"Report a Problem,"** then click **"Report Electricity Fault"** **Access Online Portal**	The Contact Centre remains operational and may be contacted at: **080 311 1111**
Scan to download the App from the Google Play Store.	Scan to report your fault via WhatsApp.	Scan to report your fault via the online portal.	Scan to report your fault via the Contact Centre.
Fault reference generation time is immediate, and there is seamless integration into the fault management system.			Fault reference generation time is dependent on call volumes.

We encourage you to take advantage of the electronic fault reporting platforms, which offer ease of use and provide a quick and convenient way to report and address electricity faults. We appreciate your cooperation in adapting to these new platforms, as they contribute to an improved and streamlined fault reporting and resolution process.

BEFORE REPORTING AN ELECTRICITY FAULT, CHECK THE FOLLOWING...

Due to a generation shortage countrywide, we are currently implementing load shedding. To avoid erroneous fault reporting, the load-shedding schedule should be consulted to check if load shedding is the reason for your outage.

It is also essential to do a few simple checks within the property before reporting a fault, as your outage could be due to a fault within the internal wiring/circuits. If an internal fault is established, you must consult your electrician.

CHECK 1: Load Shedding	CHECK 2: Area Outage or Individual Fault	CHECK 3: Check Internal Distribution Boards
Check your load-shedding schedule and ensure your area/block is not undergoing load-shedding. Refer to the load-shedding schedule on the municipal website – www.durban.gov.za and click "load shedding"	Check with your neighbours if they have electricity and establish if you are the only one without electricity (individual fault). If you are the only one without electricity, check 3 and 4. If your neighbours are also without electricity, then proceed to check 5.	Locate your internal Distribution Board(s) (DB) and check if the earth leakage/circuit breaker has tripped or other protective devices have been triggered. If so, the fault is likely within your property, and you should consult your electrician before reporting a fault.
CHECK 4: Check the External Circuit Breaker	CHECK 5: Check the Municipal MV Outage list (Area Outage)	Link to Load Shedding Schedule Link to Area Outage List
If all is in order at the DB, check if the circuit breaker at the meter point has tripped. If so, the fault is likely within your property, and you should consult your electrician before reporting a fault.	Where multiple customers are affected, check the MV outage list online (or via the Municipal App) to establish if your area outage has already been reported. If so, you may use the allocated reference number to track your fault.	Load Shedding Schedule: **Load Shedding Schedule** Medium Voltage (Area) Outage List: **Medium Voltage Outage List**

You may report your fault if the power outage is still not diagnosed or restored after carrying out the above checks. Should your fault be linked to an area outage, please use the existing reference number and do not attempt to report the fault again. Duplicate reporting prolongs the restoration process.

Treat All Electrical Installations As "Live" During Outages

GUIDELINE FOR REPORTING ELECTRICITY FAULTS: WHATSAPP

	Visit the relevant application store depending on your device and search for *WhatsApp Messenger*.	**DOWNLOAD AND ACTIVATE**

1	Send a message saying *"Hi"* to **076 791 2449.**	Hi ✓✓
2	The Chatbot would prompt you to choose the issue you want to query/report.	Which issue would you like to query? PLEASE SELECT ONLY ONE NUMBER 1 Loss of electricity supply 2 Prepayment meter fault 3 Prepaid loss of supply
3	The Chatbot would prompt you to enter your first name.	Please enter your *First Name* only
4	The Chatbot would prompt you to enter your surname.	Please enter your *Surname*
5	The Chatbot would prompt you to enter your contact number.	Please enter the *contact number* you wish to be contacted on.
6	The Chatbot would prompt you to enter your address or transformer number.	May I also please have your *full residential address* or *location pin* or *transformer number*?
7	The Chatbot would instantly log your query and provide a reference number.	May I also please have your *full residential address* or *location pin* or *transformer number*?
8	Once your case has been logged, your query will automatically be escalated to the relevant department for investigation. Where a loss of supply has been logged, the control room will be automatically notified, and your fault will be allocated to a fault team for investigation and resolution.	Logging your case please wait Thank You. Your matter has been escalated accordingly with reference no 6434236 and will be attended to within 2 to 24 hours. To follow up on this reference number please call 0803111111 (toll free) or email electricity.faults@durban.gov.za

Electronic Fault Reporting Platform – Instant Reference Number Generation

GUIDELINE FOR REPORTING ELECTRICITY FAULTS: MUNICIPAL APP

Visit the relevant application store depending on your device and search for *eThekwini Mobile App*.

DOWNLOAD THE APP AND REGISTER

STEP 1:
Click on Complaints

Services

Meter Readings
Capture/View

View Bills
View/Pay

Complaints
Create/View

Complaints Around Me
View

STEP 2:
Click on Create Complaint

Complaints

Create Complaint

View Complaints

Back

STEP 3:
Choose Electricity

← Choose Department

Electricity

Pollution

Road

STEP 4:
Select the fault that you would like to report

STEP 5:
Enter your address and click on the pop-up window. After that, click "OK."

STEP 6:
Enter your complex/unit name and number if relevant. Enter your contact number and a brief description of your query. After that, press Create Complaint.

← Electricity

🔍 Search Categories

Loss of electricity supply
No Supply (only me)

Prepaid loss of supply
No Supply (only me)

Prepaid meter fault
No Supply (only me)

← Complaint Info

Enter Address:

1 jelf

1 JELF TAYLOR, OLD FORT, DURBAN, KWAZULU-NATAL, ZAF

Selected Location Details

City: DURBAN
Street Name: JELF TAYLOR
Address: 1 JELF TAYLOR, OLD FORT, DURBAN, KWAZULU-NATAL

OK

← Complaint Info

Department : Electricity

Category : Street Light Outage

Address : 1 JELF TAYLOR, OLD FORT, DURBAN, KWAZULU-NATAL

Street Name : JELF TAYLOR

Street Number: * 1

Complex/Unit Name:

Complex/Unit Number:

Contact Number: *

Description: *

CREATE COMPLAINT

Electronic Fault Reporting Platform – Instant Reference Number Generation

GUIDELINE FOR REPORTING ELECTRICITY FAULTS: ONLINE PORTAL

Report Electricity Faults
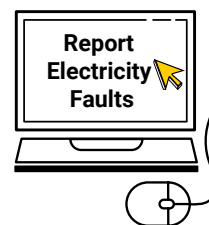
Visit **www.durban.gov.za** and click *"Report a Problem"* on the web page's top right-hand corner

REPORT A PROBLEM

After that, click on *"Report Electricity Faults."*

Access Online Portal

REPORT ELECTRICITY FAULTS

STEP 1:

Enter your details and your associated contact numbers. Ensure that at least one of the contact numbers is for a person who is available at the fault location, as the fault teams may need to make contact for access when they arrive on-site to carry out their investigations.

Name	Enter first name
Surname	Enter last name
Cellphone Number	0
Alternative Number	Example: 082 345 6789

STEP 2:

If you have a structured address, select *"Yes"*; otherwise, select *"No."*

Do you know your address?   ● Yes   ○ No

Full Street Address of Premises Affected   Enter Street Address - Example: 1 Jelf Taylor Cresent, Durban

STEP 3:

If the system cannot pick up your address as you type within the textbox, select **"No"** above in step 2, and type your address in the **"Additional Information"** field *(refer to Step 5)*. Should you reside in a complex, shared building, or multi-tenanted property, please provide the unit number and the unit name where applicable.

Full Street Address of Premises Affected

> Enter Street Address - Example: 1 Jelf Taylor Cresent, Durban

Unit Number

> Enter Unit Number - Example: 10

Unit Name

> Enter Unit / Complex / Building Name - Example : EThekwini Building

STEP 4:

Please select the fault type that resembles the fault you are experiencing.

Type of Fault

> Loss of electricity supply (Multiple customers)

STEP 5:

Please type in your address in the **"Additional Information"** field should it not be detected in the **"Full Street Address of Premises Affected"** field, as shown in Step 3 above.

Should you not have a formal address, describe your location by referring to a transformer number or pole number and identify landmarks near your location, e.g., schools and shops.

Additional Information

> For additional information, please enter either address, transformer number, meter number, pole number.

STEP 6:

Please type the letters as they appear (not case sensitive) into the textbox and press create. Your query would be logged, and you would be provided with a reference number instantly.

SEH

Input symbols

Create

Electronic Fault Reporting Platform – Instant Reference Number Generation

GUIDELINE FOR REPORTING ELECTRICITY FAULTS: CALL CENTRE

1	Call **080 311 11 11**	→	This is a toll-free service.
2	Follow the voice prompts. **Press 1** for electricity-related queries.	→	Note: Calls may be recorded for quality assurance purposes.
3	To speak to an agent and report an electricity query, **press 1**.	→	You would now join the queue to speak to an agent and report your query. To listen to current electricity outages, **press 2.**

Note:

1. Call answering times will be dependent on the prevailing call volumes. Unfortunately, call waiting times will be extended during extreme weather conditions and periods of high network faults.

2. We strongly encourage customers to use the electronic platforms to report faults.

Telephonic Fault Reporting Platform – Time Period for Reference Number Generation Is Dependent on Current Call Volumes.