



City of Johannesburg

Johannesburg Water SOC Ltd

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Media Advisory

Johannesburg Water to roll out prepaid smart meter project to Orange Farm & parts of Soweto

Following the switching from open mode to prepaid smart meters in Cosmo City from 1 November, the rolling out is now extending to other areas. These include, Diepkloof, Orlando East and West, as well as Orange Farm.

The rollout will take place as follows:

Orlando East – 13 November 2023

Orlando West – 15 November 2023

Diepkloof – 27 November 2023

Orange Farm – 28 November 2023

Johannesburg Water is currently conducting consultation processes with ward councillors and the community to educate residents on various issues, including the benefits of the new prepaid smart meters, where and how to purchase water, the importance of paying for services, as well as the Expanded Social Package (ESP).

As such, Johannesburg Water is urging the residents of Orlando East and West, Diepkloof, and Orange Farm to ensure that they all have a Customer Interface Unit (CIU). CIUs are display units that are installed inside houses and linked to prepaid water meters and are crucial for loading units when purchasing water credits.

If customers have never received a CIU, or have lost a CIU, they can visit their nearest [City of Johannesburg Customer Service Centre](#), where they will need to provide the following information: the property owner's name and surname, physical address of the property, meter number and related contact details. The cost for replacing a lost CIU is R680. The refusal of switching to prepaid smart meters will lead to Level 3 water cuts, and residents will then have to pay to be reconnected.

- [Customer service centres for Soweto residents.](#)
- [Customer service centres for Orange Farm residents.](#)
- [Read frequently asked questions on the STS Meter Project.](#)

Ends.

Issued by: Johannesburg Water Communication and Marketing

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