

External FAQs

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About The AMI Programme

What is the AMI Programme?



The Advanced Metering Infrastructure (AMI) Programme is a long term City initiative to digitise Cape Town's water network by introducing smart water meters and associated systems across the city. The programme helps the City improve water management, reduce losses, and strengthen service delivery through accurate, real-time information about how water is used.



Why is the City introducing smart water meters?

This initiative supports the City's goal of building a digitally enabled, efficient, and sustainable water system. Smart water meters automatically record water use and securely send readings to the City's systems. This allows City teams to: Detect leaks and faults early; Improve the accuracy of billing; Plan water supply more effectively; and Reduce operational costs and non-revenue water. For customers, this means more accurate bills, quicker fault response, and the future ability to track personal water usage through the enhanced customer app.

What are the main benefits for customers?



- More accurate billing based on actual water use.
- Early leak detection and faster resolution of faults.
- Reduced need for estimated or manual readings.
- Access to your water-use information through the City's Mobile App in future.
- Contribution to a more sustainable and efficient water network for all residents.



What are the timeframes?

The AMI programme is scheduled to be implemented over the next ten years, with installations happening in phases across different areas. Phases are determined by available budget, currently the first phase will run for three years, deploying approximately 80,000 meters. Timeframes to replace the balance of City of Cape Town water meters are still to be determined. Specific timelines for your area will be communicated in advance.

Who manages the AMI Programme?



The AMI Programme is managed by the Water and Sanitation Directorate in collaboration with wider City Directorates. Together they will oversee the planning, installation, data management, and system integration to ensure that Cape Town's digital water network operates safely and reliably.

About The AMI Programme

When will I receive my meter?



Residents will receive clear communication regarding their anticipated installation when this is scheduled in their area and updates will be shared through:

- The City of Cape Town website;
- Mobile notifications and community notices; and
- Social-media channels and ward-councillor updates.

Do I need to apply for a smart water meter?



Customers do not need to apply to receive a smart water meter. When your area is scheduled for installation, you will receive advanced notice with details about the date and process.

How was the sequence of installation determined?



The installation sequence is determined through a structured prioritization of targeted meters based on operational benefit, consumption patterns, aging infrastructure, meter readability/accessibility, and geographic route planning. Targeted meters with issues are escalated for advanced, reactive, and immediate deployment. Area-based rollout proceeds only if the targeted meters in that area remain issue-free until the scheduled deployment date, ensuring a smooth, optimised, and cost-effective citywide programme.

Can I get my meter sooner than scheduled?



Meter installation follows a deliberate, optimised schedule based on factors like meter age, area logistics, and targeted prioritization. Individual properties can be escalated for advanced deployment if issues arise on targeted meters, triggering a reactive, immediate response. Otherwise, the area-based rollout will only proceed on condition that targeted meters remain issue-free until the planned deployment date. Sticking to the schedule saves costs, realises benefits, and limits disruption by grouping installations (e.g., completing all homes in one street together).

Can I choose to opt-out?



The installation of smart water meters is part of the City's ongoing programme to upgrade and digitise municipal infrastructure. Each water meter is a City-owned asset that must be periodically maintained or replaced to meet new technical standards. For that reason, all existing meters will, over time, be replaced with smart water meters as part of the City's normal asset-replacement and improvement cycle. Customers do not need to apply or opt in, nor do they have the option to opt-out, as assets are owned and managed by the City. The upgrade will happen automatically when the City reaches your area according to the installation plan.

About The AMI Programme

How are smart water meters powered?



The smart water meter is powered by a long-life battery, designed to provide reliable operation for up to 15 years without needing replacement. This battery life is typically aligned with the warranty period, ensuring consistent performance throughout the meter's guaranteed lifespan. The battery is fixed inside and cannot be removed, attempts to remove will destroy the battery. Additionally, the battery voltage is unsuitable for any other appliances.



Will load shedding affect the system?

The AMI system is designed to be resilient, but load shedding could temporarily affect the communication network, not the meter. The smart water meters will still record data, as they are battery-powered, and will upload this data once the network is restored.

How will vandalism and theft of the smart water meters be prevented?



The smart water meter physical infrastructure will be equipped with an anti-tampering mechanism, which will be in the form of a lockable protective cover, to reduce the risk of theft, tampering, or vandalism. Larger meters will be in a lockable chamber. The physical meter is powered by a battery that is fixed inside and cannot be removed, attempts to remove will destroy the battery. Additionally, the battery voltage is unsuitable for any other appliances. Data is transmitted via eSIM technology rather than a physical sim card which could be removed. The meter is made from plastic which has no value. Meters have the capability to detect any movement (including tilt) and an alert will be generated. The value of the smart meter is not in the meter itself but rather the data it provides. Therefore, the meter is considered to be of no value, which will deter any attempts at theft.



What happens if my mechanical meter is faulty and I'm not due for a smart water meter replacement?

If a customer's conventional meter is faulty but not due for replacement in Phase I, they will receive a conventional meter as a replacement.

About The AMI Programme

My meter was recently replaced with a conventional meter, why is it being replaced again so soon?



All meter replacements under the AMI Programme are executed through service orders that are generated and validated against multiple criteria, with meter age as a primary control. This established City of Cape Town practice has been embedded in the AMI deployment methodology and continues to mitigate the risk of premature replacement of recently installed conventional meters. The residential cluster methodology results in some suburbs undergoing partial AMI replacement while conventional meter replacements continue in adjacent or overlapping areas under the Meter Management programme. These interfaces are managed through close coordination between the two programmes. To provide additional assurance, the AMI Programme prioritises zonal replacement sequencing. Where a meter has been installed immediately prior to programme commencement, the targeted replacement date is deferred toward the end of the 36-month contract period. This ensures every meter achieves a minimum operational lifespan of two years.

How is the deployment plan sequencing determined?



Phase 1 targets approximately 83 000 smart water meters from the City of Cape Town's total population of over 690 000 meters. Selection is governed by three primary rules:

- i. All meters of 40 mm nominal bore and larger;
- ii. All non-domestic meters; and
- iii. The entire Helderberg meter population.

Helderberg was selected in full due to its high meter density, diversity of meter types and customer profiles, and scale that fits the Phase 1 envelope. This enables proof-of-concept validation of AMI impacts across varied meters and customers within a concentrated area. The residual residential allocation comprises strategically prioritised clusters, ranked on meter age, consumption, accessibility and readability within pressure zones. The clustered, pressure-zone methodology facilitates systematic testing of AMI network performance and analytics — a prerequisite for leak detection and non-revenue water management capabilities.

Smart Water Meter Installation – Before Installation

How will I know when my smart water meter will be installed?



You will receive a notification before installation via the relevant communication channels. Ward councillors will also be equipped with important information.



Do I need to be home for the installation to take place?

All smart water meters will be installed outside of the property, and customers will be notified of the scheduled replacement date. If your current conventional meter is inside your property, the smart meter will be installed outside of your property, but installers will require access to the property to remove the conventional meter. Therefore, someone will need to be home to provide access. In the event that access is not granted on the day of install, the customer will be notified of the a later date for the conventional meter to be collected. However, if the meter is outside your property (e.g. on the pavement), installers will not require access, and you do not need to be home.

Will my water supply be interrupted?



You may temporarily experience low or no water pressure during installation. The duration of the interruption depends on the complexity of the installation. Most simple installations take approximately one hour, whereas larger or more complex setups may take longer, up to six hours. Service interruption may be area-wide, or on an individual basis – dependent on the complexity of the installation.



Will I be charged for installation?

No. Installation and all associated costs are covered by the City of Cape Town.

How will I be able to identify authorised city installers?



Authorised installers will:

- Wear company-branded uniforms and the required personal protective equipment (PPE).
- Carry identification cards.
- Arrive in marked vehicles.
- Have the appropriate service order number for you to validate if needed. If unsure, contact the City at 0860 103 089 to verify.

Smart Water Meter Installation – During Installation

What happens during installation?



The installation team may temporarily turn off your water, remove the old water meter, install the new smart water meter, flush the pipes to clear air or debris, and reinstate the site if required. The new water meter is tested and connected to the network. Water is then restored if it was switched off.



How long does installation take?

Most simple installations take approximately one hour. Larger or more complex setups are likely to take longer.

What safety measures are in place?



Installers follow strict safety procedures. Work follows the Occupational Health and Safety Act, with the application of barriers for pedestrian and vehicular traffic safety as applicable. Please keep pets indoors and maintain a safe distance while work is underway.



Can I use water during installation?

You may temporarily experience low or no water pressure during installation.

Smart Water Meter Installation – After Installation



When will my new water meter start working?

Your new smart water meter will work immediately after installation. The meter begins recording and transmitting data right away.

What happens to the old meter?



The old mechanical meter remains City property. It will be safely removed and disposed of in accordance with City procedures.



What if I experience problems (for example leaks or no water)?

Call 0860 103 089 or log a fault via e-Services. A technician will inspect and resolve the issue.

Will my billing cycle change?



Your billing cycle remains the same. The new smart water meter simply ensures accurate, automated readings instead of manual meter reads.



Will my stopcock be removed?

Per City bylaws, each household is required to have a private stopcock on their side of the meter, inside their property. This should be used to shut-off water at the property in emergency situations. The standard installation practice does not include the removal of private stop cocks. The only action conducted by the installer post the water meter installation, is to connect to the pipe leading away from the water meter. Isolating valves enclosed in the meter box belong to the City and are to be used by City staff where necessary.

Smart Water Meter Installation – After Installation



Why has the City chosen live installations as the default method?

Live installations occur only when pressure is assessed as manageable (usually under 4-bar, typically 15-20mm residential scenarios). Street or area-wide shut-offs are requested otherwise. This risk-based decision avoids undue disturbance to surrounding properties, maintains supply continuity (critical for health, fire protection, and daily life), and prevents unnecessary runoff or the larger water volumes often required for post-shut-off flushing and quality restoration. It is standard municipal and global practice for efficient domestic meter replacement programmes.

Not shutting off an area also means that work can be done quicker, and with less disruption to the customer. Additionally, this manages the water quality risk as shutting down systems and having non pressurized pipes that are cut does elevate a potential contamination risk.

Billing, Tariffs and Payment

Will water tariffs change because of smart water meters?



The introduction of smart water meters does not change the City's existing water tariffs. Tariffs are reviewed and approved each year through the City's normal budget and public participation process, which considers operational and infrastructure needs across the water system. Like all municipal services, the City's investment in new technology - such as smart meters and data systems — is funded through its overall water services budget. This is part of ensuring long-term efficiency and sustainability, not a separate “AMI charge.”



Do I need to pay any direct costs for the replacement of my meter to a smart water meter?

No. You will not be asked to pay upfront or make any direct payment for your new smart water meter. The cost of installing and operating smart meters is included in the City's long-term capital and operating budgets - the same way other infrastructure upgrades (like pipes, pumps, or treatment plants) are funded. Customers will continue paying their normal water bills; there is no once-off or additional fee for meter installation or for data transmission.

Will the billing process change?



No. Your billing and payment processes will stay the same. The only difference is that your new smart water meter will automatically send more accurate readings to the City's billing system. This means:

- No more manual readings and reduced estimated bills.
- You can continue paying your account using all the same methods as before (EFT etc.).



Will my bill increase after the new meter is installed?

Older mechanical meters sometimes under-record usage due to degrading of the meter. If this scenario applies to your old meter, the new smart water meter may initially reflect higher usage that better represents your actual water use. Thus, your bill may change if the new meter records more accurate consumption than the old one.

Billing, Tariffs and Payment

What should I do if I think my bill is higher than expected?



If your bill seems higher than expected:

1. Check for visible leaks or dripping taps.
2. Compare your bill with previous months.
3. View your detailed water consumption on the customer app once available
4. If the issue remains, contact the City's Water Services Call Centre on 0860 103 089 or log a query online at www.capetown.gov.za/servicerequests.

A technician may be assigned to investigate and verify your meter reading.



Does the payment due date or method change?

No. You will continue receiving your bills at the usual time, and all existing payment methods remain available. Your payment due dates and account number will stay the same.

Why does my consumption now have decimals?



Smart meters have increased accuracy and therefore measure more detailed consumption, to litre accuracy. Therefore, consumption data will be reflected with three decimal places resulting in a more accurate bill. Please refer to the bill explainer for more detailed information.



Could I still submit my own readings via phone or e-services?

No, there is no need to submit readings as the smart meter is able to automatically submit readings to the City's systems.

FAQs

Data Protection and Privacy

Is my personal data protected?



Yes. The City fully complies with the Protection of Personal Information Act (POPIA). All smart water meter data is encrypted and securely transmitted through the City's systems.



Who can access my meter data?

Only authorised City staff and approved technical partners can access your data - strictly for operational and billing purposes.

Can anyone else see my usage data?



No. Your data is private and not shared publicly. Aggregated (non-personal) data may be used for City planning and reporting.



What data does the smart water meter collect?

The smart water meter records water usage volume, flow rates, and system events like leaks. No personal information is collected.

How long is my data stored?



Data is stored in secure City systems and retained in accordance with data retention policies and national regulations.

City Mobile App and Customer Access

What is the City's Customer App and will I be able to see my water usage?



The existing City of CT Mobile App is being enhanced to include smart water meter functionality for the first time. This will allow residents to see their daily water usage and track consumption trends directly on their mobile phones. The app is part of the City's broader digital journey - connecting customers to their services through a single, secure platform.



When will this new functionality be available?

The app features linked to smart water metering will be introduced in due course as rollout commences and system testing is complete. The City is taking a phased approach to ensure that data integration, security, and performance all meet the required standards before public launch. Once ready, the City will formally communicate the launch date and user instructions through the relevant communication channels.

What will I be able to do on the app?



Once activated, customers will be able to:

- Access daily water usage reports for their property
- View historical consumption
- View helpful events and alerts related to your water consumption
- Track the status of logged queries

In future, the City may add more features but these will be introduced gradually as the system evolves.



How will I link my smart water meter to the app?

To protect your privacy, customers will first need to grant permission for the app to access their smart water meter data. Here's how it will work:

1. Log into/register on the City's e-Services Portal. (<https://eservices.capetown.gov.za/irj/portal>)
2. Click on the Smart Meter Access tile.
3. View your Business Partner (BP) number and the meters linked to your account.
4. Select which meters you want to link to the app
5. A secure token number will be sent to you (via SMS or email) once generated and ready to be entered into the app.
6. Enter that token number in the City Mobile App to complete the linking of your meter and start viewing your water usage data.

This process ensures that only you (or people you authorise) can view your smart water meter information.

City Mobile App and Customer Access

Why do I need to grant permission?



Your water usage data is private information protected under the Protection of Personal Information Act (POPIA). The City requires your consent to display your consumption data through digital platforms. The secure token process ensures that access is both controlled and traceable, giving you full ownership of who can view your data.



Will I be charged to use the app or to view my consumption?

The app is free to download, there are no subscription fees nor in-app purchases. Standard mobile data usage charges may apply. Accessing your own water usage consumption through the City Mobile App is free of charge and included as part of your normal municipal service.

Is the app secure?



Yes. The app has been developed in line with the City's strict cybersecurity and data protection standards. All communication between the app and the City's metering systems is encrypted.



What should I do if my app shows unusual or very high usage?

Unusually high or abnormal consumption may indicate a leak or continuous water flow on your property. The app will alert you if these anomalies are detected, allowing you to take action early - for example, by checking taps, toilets, or garden irrigation systems. If you're unsure, you can also report the issue through the app or contact the City on 0860 103 089.

How will the Mobile App benefit me as a customer?



The City Mobile App facilitates:

- Awareness and control: You will see how much water you use daily and where you can reduce consumption.
- Early detection of abnormal consumption.
- Transparency: No more waiting for your bill to understand your usage.
- Convenience: All your key City services in one place.
- Empowerment: Data helps you manage water use, plan ahead and contribute to a more water-resilient Cape Town.

City Mobile App and Customer Access

How does this help the City?



For the City, customer access through the app supports fault reporting, improved operational visibility, and stronger collaboration between customers and the City. It will support accurate demand forecasting and early leak detection, while also educating communities on responsible water use. Data transparency builds public trust and satisfaction, and real-time anomaly detection helps prevent major incidents such as main bursts.



What if I don't have a smartphone or prefer not to use the app?

You will continue to receive your water bill as usual and your consumption will still be recorded accurately. The app is an additional, voluntary tool for customers who want to track their detailed usage directly - it does not replace existing billing or communication channels.

What additional benefits will the app bring in future?



The City plans to expand its digital services over the coming years. Future updates may include:

- Integration with electricity and other municipal services
- Personalised usage insights and recommendations

All new features will be introduced gradually and communicated to ensure a smooth and user-friendly experience.

FAQs Overview

Integration & Testing (No customer App – No MDMS)

This content is designed to:

- Manage customer expectations
- Avoid confusion and complaints
- Keep messaging consistent across agents
- Prevent premature discussion of future AMI functionality
- Support billing confidence during the transition

This phase occurs when:

- AMI water meters have been installed
- Old conventional meters have been removed
- No AMI customer functionality is available
- No customer app
- No MDMS access for agents
- Meter readers do NOT visit properties
- Meter readings are taken remotely from the Head End System (HES)
- Billing continues using HES data, aligned with municipal billing processes

- Meters are installed according to an area deployment plan

Do not escalate when:

- App not available
- No customer access to data
- No consumption alerts yet
- Meter reader stopped visiting property
- “Nothing showing on the app”

Escalate

- Meter physically damaged
- No water supply after installation
- Billing discrepancy beyond tolerance
- Meter not installed as per deployment plan
- Customer claims incorrect meter was installed

During the **Testing and Integration Phase** of the AMI rollout, **Contact Centre agents** will continue to follow existing complaint-handling processes. There are **no changes to complaint codes** or **service order creation procedures**. The **key difference** is the additional requirement to **identify AMI-related information** and clearly record it in the **long text**, where applicable.

For example, when a customer reports a **damaged meter**, agents must first **determine whether the meter is an AMI meter or a conventional meter**, and whether it appears on the proactive alerts (events) list, once this list is made available.

If the meter **is on the proactive alerts** list, a Service Order would already have been created via SAP (through CRM). In this case, the agent should **advise the customer that the City is aware** of the issue, confirm that it is being managed, and inform the customer of the existing SLA.

If the **meter is not** on the **proactive alerts list**, the agent must create a **Service Request (C3)** as **per the normal process**.

In all cases, the long text must be updated to clearly indicate:

Whether an AMI meter is already installed, or if not installed, whether the meter is on the AMI deployment plan, including:

“AMI Installation + year of installation planned.”

Integration & Testing (No customer App – No MDMS) – For Customers

How does my new smart meter work? 	Your new smart water meter automatically records your water usage and sends readings to the City's internal systems. During this phase, the meter is used for automated meter reading and billing purposes. Customer features such as viewing usage or alerts will be activated at a later phase.
 Why did you replace my old meter?	The City is replacing older meters with smart meters as part of a planned infrastructure upgrade.
Why can't I see my water usage yet? 	Customer viewing features are not available yet because the system is being rolled out in stages. Your meter is installed and working, but the customer app and usage dashboards will be launched later once all supporting systems are ready.
 Is the meter actually working if I can't see anything?	Yes, the meter is working and capturing water usage. The readings are being automatically transmitted to the City's internal systems, even though customer access is not yet available.
How will my water bill be calculated now? 	Your water bill will continue to be calculated according to the City's normal billing cycle. Your smart meter sends readings remotely, which are used for billing, without the need for a physical meter reading at your property.
 Will meter readers still come to my property?	No. Your meter sends readings automatically to the City's system, and therefore there is no longer a need for meter readers to physically visit your property to take manual readings.

FAQs- Customer

Integration & Testing (No customer App – No MDMS) – For Customers

When will the app or smart features be available?



The customer app and smart meter features will be made available once the rollout reaches the next phase. The City will communicate directly with customers when those features become available.



Can I get high consumption alerts now?

High consumption alerts and usage notifications will be available once the full smart meter system is activated for customers. At this stage, the meter is used for automated readings only.

How do I know you're reading the correct meter?



A verification process is in place for both the meter serial number and the account.



Will I be able to view detailed usage information during this phase?

During this phase, neither customers nor the call centre agents have access to detailed usage information. Once the customer systems are activated, usage information will be available through the app.

What happens if I currently have a faulty mechanical meter?



As part of the AMI deployment programme, we will review scenarios where a conventional meter listed on the AMI deployment plan needs to be replaced earlier than its scheduled rollout date. In such cases, the replacement will be fast-tracked.



What should I do if I think my bill is higher than expected?

Check for visible leaks or dripping taps and compare your bill with previous months; if the bill is still considered high, a C3 will be created to initiate an investigation.

FAQs – Call Centre

Integration & Testing (No customer App – No MDMS) – For agents

Do complaint-handling processes change for AMI meters during the Testing and Integration Phase?



No. Existing complaint-handling processes remain unchanged. The same complaint codes creation processes apply. The only difference is that agents must identify whether the meter is an AMI meter or on the AMI deployment plan and record this information in the long text.



Do we use different complaint codes for AMI meters?

No. The same complaint codes are used for both AMI and conventional meters during this phase

What must be checked first when a customer reports a damaged meter?



Agents must determine: Whether the meter is an AMI meter or a conventional meter, if AMI meter whether the meter appears on the proactive alerts (events) list and if conventional does it appear on the deployment plan.



What do we do if the meter is on the proactive alerts list?

If the meter is on the proactive alerts list: A Service Order would already have been created via SAP (through CRM). Advise the customer that the City is aware of the issue and that it is already being managed.

What do we do if the damaged meter is not on the proactive alerts list?



If the meter is not on the proactive alerts list: Create a Service Request (C3) as per the normal process. Include in the long text whether the meter is an AMI meter or on the AMI deployment plan. – applicable to all customer complaints



Is a Service Request always required for a damaged meter?

No. If the meter is on the proactive alerts list, a Service Order already exists and no new Service Request is required. If it is not on the proactive alerts list, a Service Request (C3) must be created.

Integration & Testing (No customer App – No MDMS) – For agents

What information must always be captured in the long text?



The long text must clearly indicate: "AMI meter installed", or If not installed, whether the meter is on the deployment plan, including: "AMI Installation + year of installation planned."



Why is it important to include AMI information in the long text?

This ensures correct allocating and handling of Service Request to the various sections and operational teams

Does this process apply only to damaged meters?



No. While damaged meters are a key example, the same principles apply to all relevant proactive alerts received during the Integration and Testing Phase.



What should agents tell customers when the issue is already proactive?

Agents should clearly explain that: The City is already aware of the issue. The matter is being managed There is an existing Service Order and action in place.

Will the proactive alerts process change during this phase?



The proactive process may still be refined from a CSB/CRM perspective depending on the type of proactive alert as soon as it is implemented. However, agents must follow the current process as described and ensure accurate recording and customer communication.

Technical

Is the meter compliant with the Trade Metrology Act and SANS standards?



We confirm that the AMI Meters comply with all applicable legal and regulatory requirements for the specified water meter sizes, as outlined below:

- 15 mm, 20 mm, 25 mm:

All meters are fully NRCS type-approved for trade use, meeting the requirements of SANS 1529 (-1 and 9) and the Legal Metrology Act, 2014 (Act 9 of 2014). Verification is conducted within South Africa by NRCS-designated, SANAS-accredited bodies, with valid designation certificates and scopes of accreditation in place.

- 40 mm, 50 mm, 80 mm, 100 mm:

Calibration is performed by competent facilities accredited to SANS/ISO 17025, with supporting certificates and scopes provided. Internationally accredited facilities are utilised where required.

- 150 mm, 200 mm, 250 mm:

Calibration is carried out by SANS/ISO 17025-accredited facilities, and all relevant certification and scopes of accreditation are in place and compliant.

Where documentation is not publicly available, access may be requested through the City's formal Access to Information (PAIA) process.

Internal FAQs

02

Employee FAQ (1/3)



What is AMI?



What is happening and why?



How will we be supported?



What are the timelines?



The City of Cape Town's AMI Programme is a large-scale strategic initiative of the Water & Sanitation Directorate, aimed at improving the management of water resources and services through modern metering technology.

Over the next decade, a large portion of the City's more than 680,000 mechanical water meters will be replaced by AMI ultrasonic meters, along with the necessary supporting infrastructure to enable the CCT to move into a more modern digital world.

If you are directly impacted, you will be consulted and trained to fulfil any new job requirements.

The current timeframe envisages the first meter to be installed and connected to the communications network in early 2026, while the last will be in early 2039.

Employee FAQ (2/3)



If my role is impacted, will my new job be suited for my skills?



Will I lose my job?



Will I get forced into early retirement?



How will this impact my job?



Role change may reveal certain skills gaps, detailed mapping will be conducted, and every effort will be made to transition impacted employees into suitable positions; employees will be upskilled where gaps exist.

No, permanent staff will not lose their jobs. The implementation will be phased to maximise opportunities for upskilling and career development, in line with the Fourth Industrial Revolution (4IR).

No, you will not be forced into early retirement. Impacted employees will be upskilled and transitioned into suitable new roles.

The implementation of AMI will, ultimately, minimise manual tasks, automating repetitive duties and enhancing operational efficiency. Impacted employees' roles will evolve and remain secure.

Employee FAQ (3/3)



When will I know more?



Can the City afford this?



Will the City be able to manage this project?



Who will be impacted & how will they know?



Detailed information will be continuously communicated to all employees as the Programme progresses.

The city has secured adequate funding to ensure the financial sustainability of the Programme.

The city possesses the expertise and resources necessary to successfully manage and execute this Programme.

All employees potentially affected by the Programme will be identified and properly informed about the changes. In adherence with the Labour Relations Act, impacted employees will be notified and consulted.