



## Introducing e-Tshwane!

The new online service that allows you to pay and manage your utility bills online for free.

e

Tshwane  
It's paperless



TSHWANE  
Vision 2035

register now – [www.tshwane.gov.za](http://www.tshwane.gov.za)

etshwane

### What is e-Tshwane?

e-Tshwane is a free online service provided by the City of Tshwane. It enables you to manage and pay your City of Tshwane accounts online from the comfort and convenience of your home or office.

### How do you register for the e-Tshwane service?

- 1 Go to the City of Tshwane home page at [www.tshwane.gov.za](http://www.tshwane.gov.za)
- 2 Click on the e-Tshwane button.
- 3 Click on the **Register** button and follow the on-screen instructions.

To complete the registration process you will need :

- Your City of Tshwane account number
- Your ID number
- Your Personal details
- Your bank account details (optional)

Should you wish to receive your account via e-mail:

1. Log onto e-Tshwane
2. Click on the "User" menu on the left
3. Select "Manage Notifications"
4. Under the "User Notification Preference" select the "e-mail" option
5. Input your e-mail address and click on the "Update Preference" button

### How do you benefit from the e-Tshwane service?

It is both simple and secure to use.  
The user can access it **24 hours** a day to:

- view their City of Tshwane accounts
- lodge complaints or queries
- make payments to the City of Tshwane electronically.

It provides the user with a full history of all accounts from registration, and payments made using the e-Tshwane site.  
The user can also receive e-mail notifications informing them of new statements issued for their accounts and successful payments made through the e-Tshwane site – an innovative government solution.



## No more waiting in queues!