



NMBM MOBILE APPLICATION

MAKING IT EASY FOR YOU!

USE YOUR CELLULAR PHONE TO ACCESS INFO 24/7 / 365!

How can I register for this facility?

- Use your cell phone to register - Sign up by downloading the NMBM Mobile Application, then click on the sign-up button.
- Obtain IVR Registration form from any municipal Customer Care Centre around the City.
- Contact the Accounts Helpline: tel. 041 506 5555.
- Access the NMBM website (www.nelsonmandelabay.gov.za) to register for this facility - Click on the 'Residents' button, then on the blue ribbon 'E-Services', select 'IVR-account services' and click on the sign-up button to access services such as balance enquiries and fax/email statements.

Which types of incidents can one report by pressing the incident report button?

- Water leaks
- Burst pipes
- Blocked sewerage
- Faulty water meters
- Faulty street lights
- No electricity/water in the area
- Potholes
- High consumption

Other services:

- Track your RDP housing application.
- Report fraud.
- Municipal account related: balance enquiries, account payments, submit meter readings, etc.

How do I submit IDP suggestions and/or comments?

Use the IDP IVR button on the NMBM Mobile Application.

What if I forget my PIN number?

1. Reset your Pin number on the NMBM Mobile Application.
2. Via the 'E-Services' tab on the NMBM website (IVR-account services) (www.nelsonmandelabay.gov.za)

USE YOUR CELL PHONE TO RECEIVE & REQUEST MUNICIPAL ACCOUNT INFORMATION!

You can now receive and request the following services from your mobile phone:

- Get your current municipal account statement
- Balance enquiries
- Submission of meter readings
- Make account payments
- Purchase pre-paid electricity

This application is available from the following smartphone stores: **Blackberry World, App Store, Play Store** (type in 'NMBM Mobile Application' and click search)

ALTERNATIVELY:-

1. Go to m.getjar.mobi on your phone
2. Select 'Quick Download' at the bottom of the page
3. Enter 806262

FOR MORE INFORMATION

Contact the Customer Care Helpline on tel. 041 506 5555 OR e-mail us at: ivrhelp@mandelametro.gov.za OR visit our website (www.nelsonmandelabay.gov.za)



www.nelsonmandelabay.gov.za



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