



CITY COUNCIL APPROVES 2013/2014 BUDGET



At the 2013/2014 City Financial Year Budget, Photo caption, (L-R): Cllr Joseph Shikongo; His Worship Deputy Mayor Cllr Muese Kazapua; Cllr Fransina Kahungu; Cllr John Moonde; Her Worship Mayor Agnes Kafula; Chairperson of MC Cllr Moses Shikwa; Cllr Matrid Ukeva; Alderman Boas Ekdandjo and Cllr Mwachina Veico

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AND MUCH MORE . . .

Chairperson of the Management Committee Cllr Moses Shikwa tabled City of Windhoek budget on Thursday 27 June 2013 in the council chambers. The 2013/2014 budget was tabled under the theme "Providing municipal services in Informal Areas and accelerating land delivery for affordable housing".

During the presentation Cllr. Shikwa highlighted that there are some key aspects that have bigger bearing on the budget and that these factors will remain critical to the City's budget for at least the next three consecutive years to come, which are:

- 1) Electricity and
- 2) Water

An indication from the bulk supplier of electricity was received where NamPower will adjust their bulk price with an effective increase of 13% on electricity consumption.

In addition, the Electricity Control Board levy has also been increased from 1.046 cents per unit purchased to 1.50 cents per unit purchased, which represents a 43% increase. A new charge approved by the Electricity Control Board (ECB) would also be introduced as from 1 July 2013. This charge referred to as the National Energy Fund charge (NEF) will be charged on electricity consumption at 1.02 cents per kilowatt hour. This charge will be additional to the Electricity Control Board levy.

Important to note is the fact that Windhoek is facing an average influx of beyond 4%, which culminates into an increased demand for power supply. This year, alone in order for the City to cope with the increasing energy demand, the city had to apply to the national utility (NamPower) for an upgrade from the existing electricity supply capacity of 160MVA to 210 MVA. The aforementioned had resulted in a



Editor's Desk



Josua Amukugo
Manager: Corporate Communications, Marketing,
Tourism & Customer Care

Greetings to our residents and the readers of the Aloe newsletter, you are welcome to the July edition. It is noticeable that the cold weather is slowly fading away, although at times, it becomes windy as we approach the end of the second quarter. The worrying situation is the severe draught situation being experienced in the country. We are hoping that the coming rain season will put bright smiles on our faces. So let us keep our fingers crossed.

As promised in our last edition, the City's 2013/2014 budget of N\$3.8 billion was tabled and approved by Council on the 27 June 2013. The budget announcement carried news on tariffs increments. Of course it was not received well by all due to the hard economic living conditions in which we find ourselves. However, the tariffs are necessitated by the various factors which, if not address would not enable us to continue providing services to our residents.

The City is well aware of the challenges our residents are faced with through public transport, and it is against that background that in this financial year 2013/14 we planned to procure new buses to add to our existing fleet which are aging at the moment. On the other hand, the City continues to receive complaints regarding the non-adherence by some members of the public to the municipal by-laws such as intentional noise pollution and violation of traffic rules and regulations. As responsible citizens and residents of our beautiful capital city, we should make it a priority to adhere to the by-laws. That way we will stay out of trouble and will continue to live peaceful with one another.

Lastly, we would like to sincerely thank you, for the cooperation on our call for you to use water

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need to increase the tariffs with 8% as approved by Electricity Control Board.

Namibia is experiencing a severe drought due to poor rainfall in the past rain season, that resulted in the poor inflow into NamWater dams, water reservoirs and artificial recharge system of the City. There was virtually ZERO inflow into the NamWater Dams. This is the worst drought that the City has experienced in the last three decades, that in no doubt has a negative impact on the City water supply. As a result of the current water shortages the City has since April this year introduced serious water saving campaigns through the implementation of more stringent measures that have already been communicated to the Windhoek resident.

As a bulk water supplier to the City, NamWater obtained approval this year from the Ministry of Agriculture, Water and Forestry to increase the bulk water tariff by 25% per year for three consecutive years, the first of which was implemented on 1 October 2012. The City has also been notified that a second 25% increase will come into effect on 1 October 2013. According to NamWater the inevitable increases are aimed at recovering the cost of upgrading the pump stations from Von Bach Dam to Windhoek so that it can cope with the increased demand. This project according to NamWater, is estimated to cost approximately N\$ 200

sparingly in the City, especially during the water supply shutdown necessitated by upgrading of the infrastructure between Von Bach and Windhoek. Your co-operation in this regard is commendable. Let us therefore continue to use water sparingly throughout by implementing control measures, be it at

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If you wish to make comments, suggestions, contributions or advertise in the Aloe, send an e-mail to communication@windhoekcc.org.na or visit our website for more information at www.cityofwindhoek.org.na.

million and will translate into an increase in the bulk tariff of 75% over the next three financial years.

In order for the city to cope with these tariff increases, a bold decision had to be taken, and that is to increase the water consumption and basic tariffs with 15% so as to cope with the increased cost associated with the provision of water. The revised Property Valuation Roll that was implemented during 2012/2013, brought about new property values, which subsequently had to be used to calculate the new assessment rate tariffs.

During the formulation of the capital budget, the City demonstrated its commitment to a consultative budgeting process, with valuable inputs from key stakeholders, such as the Khomas Regional Council, Rate Payers Association, the business community through the Namibia Chamber of Commerce and Industry, NamPower, NamWater, Government and the public at large. Although not all proposals could be accommodated, the information still played an influential role on the capital projects of the budget, which was set at N\$ 527 million for 2013/2014 respectively. Of the N\$ 527 million, N\$ 344 million is for the on-going capital projects; whilst N\$ 183 million is earmarked for new capital projects. The total budget tabled is N\$ 3,8billion and will indeed go a long way in addressing some of the most critical needs of the City of Windhoek.

home, work, school and wherever you find yourself. Please take note that the quality of water in Windhoek remains 100% fit for human consumption, and you should not be scared by unfounded reports stating otherwise. Until we meet again next month, keep well and enjoy reading!

Compiled by: **Lydia Amutenya**
External Communications Officer

Scheifert Shigwedha
Internal Communications Officer

Editor: **Joshua Amukugo**
Manager: Corporate Communication, Marketing, Tourism & Customer Care

Design & Layout: **Gerhard Groenewald**
Graphic Designer (ICT)

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CITY LAUNCHES 2013 – 2016 HIV/AIDS STRATEGIC PLAN

At the launch of the HIV/AIDS Strategic Plan, photo caption, (L-R): Cllr Matride Ukeva; CEO, Niilo Taapopi; UNDP Resident Representative Neil Boyer; Deputy Mayor, Muezee Kazapua; UNAIDS Country Coordinator, Henk van Renterghem; MoHSS Chief Health Programme Administrator for HIV/AIDS, Francina Kaindjee-Tjituka; UNAIDS Partnerships and Social Mobilisation Advisor, Sarita Sehgal; City, Chief Health Services, Mary-Anne Kahitu; Rep PharmAccess Natasha Williams-Phatela,; Assistant Researcher PharmAccess Pancho Mulongeni,.

The recently launched City of Windhoek HIV/AIDS Strategic Plan is the culmination of three years of partnership between the United Nations Development Programme (UNDP) and the United Nations Programme on HIV/AIDS (UNAIDS) in the project titled "Know Your Epidemic/ Know Your Response" (KYE/KYR).

The evidence-based Strategic Plan will augment the strategic direction provided by Vision 2030, NDP4, national policies on HIV/AIDS, and will empower the City of Windhoek to assume a leading role towards the realization of the global vision of getting to zero. The basis for the development of the plan is the CoW internal and external HIV/AIDS Policies, as well as the CoW Integrated Business Plan (IBP). Similarly, the plan is aligned to the National Strategic Framework for HIV and AIDS in Namibia (NSF).

The City of Windhoek HIV/AIDS Strategic Plan is the outcome of a two year process of the assessment of the HIV/AIDS epidemic and response in Windhoek based on the KYE/KYR methodology. Key stakeholders such as the Ministry of Health and Social Services (MoHSS), the Ministry of Regional Local Government and Housing and Rural Development, line ministries, civil society organizations, People Living with HIV (PLHIV), development partners, CoW leadership,

management as well as employees represented by Peer Educators, were consulted during this process amongst other.

At the official event, Deputy Mayor, Muezee Kazapua, expressed his gratitude to UNDP and UNAIDS for the valued technical and financial support to the tune of N\$ 1,200,000 they provided towards the conducting of the KYE/ KYR Study, and the development of the CoW HIV/AIDS Strategic Plan. Cllr. Kazapua reiterated the City political will and readiness to fight the epidemic in Windhoek, while noting that as the second city in Africa to boast an evidence-based strategic plan on HIV/AIDS based on the KYE/KYR approach, the CoW will meaningfully commit itself to Getting to Zero: Zero New HIV Infections; Zero Discriminations and Zero AIDS related Deaths.

With an estimated HIV prevalence of 18.8% amongst pregnant women and about 22 deaths occurring every day, while the prevalence for Windhoek is estimated at 13%, HIV/AIDS remains an issue for Namibia. Issues such as the protection of human rights of PLHIV; protection against stigma and discrimination; access to essential basic services and advocacy for investments targeting vulnerable groups still require much needed attention, despite

overall progress made by government in terms of universal access to treatment, the Deputy Mayor said. Lastly, Cllr. Kazapua called on City officials, development partners and key stakeholders to assist other towns and villages with the development and implementation of evidence-based HIV/AIDS strategic plans.

CoW CEO, Mr. Niilo Taapopi alluded to the linkage between urbanization, increased urban populations and negative health impacts such as HIV/AIDS. He drew the attention of the gathering to the fact that the HIV/AIDS epidemic in cities is expected to grow in proportion to the growing urban population. Mr. Taapopi assured stakeholders that with the evidence-based HIV/AIDS Strategic Plan, the City is ready to work with them to address the challenges posed by urbanization, including HIV/AIDS and other social determinants of health.

Mr. Taapopi noted that the plan determines and outlines the priorities for 2013 to 2016 financial years, and equally ensures that mechanisms are in place for the coordination of efforts of all stakeholders in HIV/AIDS in Windhoek, as well as for the monitoring of performance of activities and programmes. Guided by the plan, the City, together with its partners, endeavours to ensure the effective implementation

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of the Strategic Plan in an effort to realize the vision of "a healthy and productive City with Zero New HIV Infections, through its mission of "facilitating a sustainable and well-coordinated response to HIV/AIDS in Windhoek". To achieve this, the City already made budgetary provision to the tune of N\$ 650,000.00 for the 13/2014 Financial Year, the CEO said.

As alluded to by the Country Coordinator of UNAIDS, Mr. Henk van Renterghem,

City of Windhoek will explore opportunities such as the upcoming Mid-Term Review of the NSF to ensure that the needs of local government are fully taken into account. The Country Coordinator of UNAIDS further assured the CoW of the continued support of UNAIDS, UNDP and the entire UN family in their pursuit of more equitable and healthy cities, as well as in their endeavor of assisting other towns and municipalities to strengthen their responses to HIV/AIDS.

As the representative of the Ministry of Health and Social Services at the event,

the Chief Health Programme Administrator for HIV/AIDS, Mrs Francina Kaindjee-Tjituka highlighted the significance of the City evidence-based Strategic Plan in the National AIDS response, and commented the City for this effort. She noted that the Ministry appreciate the City of Windhoek contribution to the national AIDS response, and assured the City of her Ministry's continuous support through the provision of technical and material support to ensure the successful implementation of the plan.



L-R: Mr. Andries Temba (senior citizen), Her Worship the Mayor of the City of Windhoek, Cllr. Agnes Kafula; Hon. Margaret Mensah-Williams, Deputy Speaker of the National Council & Councilor for Khomasdal constituency and Mr. Valda Pakare (senior citizen), after lighting the candle in remembrance of the elders who survived the elder abuse.

The World Elder Abuse Awareness Day was launched on June 15, 2006 by the International Network for Prevention of Elder Abuse and the World Health Organisation. The purpose was to provide opportunities for communities around the world to promote a better understanding of the effects of the abuse and neglect on older persons by raising awareness of the cultural, social, economic and demographic processes facing the elders and how it can be solved collectively.

The City of Windhoek is one of those committed institutions that strive to improve the livelihood of elders. In the morning of 19th June, the Khomasdal Community Hall was packed with the seniors invited by the

City of Windhoek to commemorate the World Elder Abuse Awareness Day organised under the theme: Protect the Seniors: Take a Stand Against Elder Abuse. In its contribution to this noble course, the City Council took deliberate decisions namely; exempting pensioners from paying municipal bus fares, coordination of social welfare meetings and outings, and provision of free municipal services and facilities to Katutura old age home.

Dr. Ghirmay Andermichael who delivered the United Nations message advocating for continuous public education and awareness as an important element in preventing abuse and neglect of the elders.

Her Worship the Mayor of the City of Windhoek Councillor Agnes Kafula noted that elder abuse is a serious and growing problem in the society which is hardly talked about, and it can take many forms ranging from physical, financial, emotional to being the caretaker of young people's children. "As a council, we have also witnessed another form of abuse in cases where some young people mislead their parents into transferring properties into their names, and when they default hide behind their aging parents" noted the Mayor. The highlight of the event was the lighting of a candle in remembrance of those who survived elder abuse.





MOVE WINDHOEK WINS UITP AWARD FOR INNOVATIVE SOLUTIONS FOR A BETTER PUBLIC TRANSPORT

Clarence Uatjavi Rupingena (middle) receives the Integrated Mobility Award on behalf of Move Windhoek Project from Mr. Ousmane Thiam, UITP President (left) and UATP President and CEO of Gautrain Mr Jack van der Merwe during the 60th UITP World Congress and Mobility and City Transport Exhibition in Geneva (Source: UITP)

The City of Windhoek and the Ministry of Works and Transport received an international award for its initiative on affordable and accessible public transport system at the World Conference of the International Association of Public Transport that took place in Geneva, Switzerland.

On 26 May 2013, Clarence Uatjavi Rupingena, Manager of Public Transport in the City of Windhoek, received on behalf of the Move Windhoek Project the UITP Africa Grow with Public Transport Award for Integrated Mobility at the UITP World Conference in Geneva, Switzerland. The prize is being awarded to innovative approaches to sustainable urban mobility. The team received the award for its innovative approach to involving stakeholders

and the public, as well as its vision for an accessible and affordable public transport system reflected in the Sustainable Urban Transport Master Plan. The development of the plan has been supported by the German Federal Ministry for Economic Cooperation and Development (BMZ) through the German Development Cooperation "Deutsche Gesellschaft für Internationale Zusammenarbeit" (GIZ).

"The award is underlining that the direction we have taken as a nation is the right direction. This project could not have been implemented without the remarkable cooperation between Namibian government institutions and the technical support of GIZ", says Clarence Rupingena.

GIZ Team Leader, Prof. Dr. Semar, adds: "The Master Plan will contribute to the reduction of poverty by providing an affordable access to mobility and, consequently, working places and public facilities through an efficient and accessible public transport system."

Cedric Limbo, Deputy Director for Transportation Policy at the Ministry of Works and Transport, further states: "Windhoek has a huge chance to avoid the mistakes done in many capital cities in the world and we are proud to have been able to support this process. The award for the project team is a great motivation and will hopefully help to implement the planning tools."

CITY TARIFF INCREASES FOR THE 2013/14 FINANCIAL YEAR

The City of Windhoek adjusted its tariffs on basic services effective as of the 01 July 2013 as follows:

- **Sewerage** tariff increased with **15%**
- **Water basic** tariff increased with **15%**
- **Water consumption** tariff increased with **15%**
- **Property tax** tariffs increased with **15%**
- **Household Refuse Removal** tariff

- increased with **15%**
- **Availability Charge** for services increased with **5%**
- **Informal Settlement Refuse Removal** increased with **5%**
- **Solid Waste Management** tariff increased with **15%**
- **Electricity** tariff increased with **8.0%**

The proposed tariff increase will have the following effects:

- **Average Low Income Household** – 9.36% which amounts to N\$ 52.64
- **Average Middle Income Household** – 8.61% which amounts to N\$120.37
- **Average High Income Household** – 7.81% which amounts to N\$252.52



EXPLANATION OF ELECTRICITY & WATER INTERIM CHARGES IN YOUR BILL / MUNICIPAL MONTHLY STATEMENT

WHAT IS AN INTERIM CHARGE?

An interim charge is a charge based on your actual previous average consumption used and it is charged when no reading can be obtained. As soon as the actual readings are taken the interim charges will be credited on account.

WHY DOES THE CITY OF WINDHOEK CHARGE INTERIMS?

- Due to no access to the premises
- Dangerous dogs
- Refuse of entrance to the Meter Readers
- Water meters which are covered with refuse or building materials
- Key does not fit in lock. When a customer changes the locks the right key must be provided to the Metering Section in order for us to gain access to the meters.
- Due to No-Access, the meter reader will leave a letter at the gate. The customers are hereby requested to write their readings and the date of the readings on the provided letter and fax it back to the number provided or personally bring it in.
- Meters at communal water points are difficult to be obtained as grass grows over them or are covered by some other objects.
- The services (Water & Electricity supply regulations encourage the interim of

readings in cases where no access to the meters can be obtained)

- Obstruction of access to Water and Electricity connections on premises

72. (1) No person shall prevent or restrict the Engineer or any duly authorised official of the Council from gaining access to any part of the water connection on any premises.

(2) If it is not reasonably possible for the Engineer or an official referred to in sub regulation (1) to gain access to the relevant part of the water connection on the premises by reason of any object, including any construction of bricks, stone, iron, wood or any other material obstructing such access, the Council may by written notice to the consumer concerned, and without prejudice to the Council's powers under regulation 10(4), require that the consumer removes such object and restores such access within a period specified in the notice.

(3) If, in a case contemplated in sub regulation (2), the Engineer is of the opinion that the situation is a matter of urgency or if reasonable grounds exist for suspecting that a contravention of any provision of these regulations

has been or is being committed, the Engineer may cause the object concerned to be removed and any other steps to be taken to gain access, and the Council may recover from the consumer the cost incurred for that purpose.

(4) The Council shall not be liable for any damage resulting from any action taken under sub regulation (3), but shall restore such premises to the former condition should no breach of these regulations be discovered.

(5) A consumer who refuses or fails to comply with a notice referred to in sub regulation (2), shall be guilty of an offence.

- Due to the fact that some Self Readers do not submit their readings on a monthly basis, their accounts are charged based on interims.

The City of Windhoek would like to avoid interim charges but due to different reasons beyond our control as mentioned above it cannot materialise. We need the help of the customers to analyse their accounts regularly. Should interim charges (estimations) appear for two consecutive months on their accounts, please contact the Metering section at numbers 290 2303/2202/2566/2135/2213 and 2221

CITY CORPORATE SOCIAL RESPONSIBILITY DONATES N\$20 000-00 TO BABY VERORA MERORO



City donates N\$ 20,000-00 to a charity course, far left, Her Worship the Mayor Agnes Kafula, also accompanied by Cllr Matride Ukeva on the far right and Mr. Joshua Amukugo second from the right and Cllr Ellen Musialela.

As part of the city's corporate social responsibility the city recently donated N\$ 20,000-00 to the family of baby Verora Meroro, who was born visually impaired.

The City heeded the

call from the media request urging the public to help contribute financial support to the baby that was born this year with visual impairments of both eyes missing and needed to undergo through a surgical operation.

The operation cost is estimated at N\$ 30,000-00 and the city's donation can go a long way in boosting the rest of the needed funds.





CITY SWIFT RESPONSE TO FIRE EMERGENCY IN HAKAHANA

Her Worship the Mayor of the City of Windhoek Cllr. Agnes Kafula, handing over blankets and other donated items to Mr. Asser Gowaseb the senior member of the affected family, while the rest of the family members are looking on.

A family of 26 people in Etetewe Street, Hakahana lost their shack due to fire in the early hour of Wednesday 10th June 2013. As part of the City of Windhoek, Corporate Social Responsibility, Her Worship, Cllr. Agnes Kafula, Mayor of the City of Windhoek, handed over some humanitarian assistance to the affected

family comprising of 20 blankets, 6 sleeping bags, 2 bundles of floor mats, and a tent for temporarily shelter to the affected family. The fire is suspected to have come from the electricity box inside the shack. Although the family lost everything including their national documents such as IDs, and Birth Certificates, fortunately

none was injured.

In the month of June and July alone, there have been over 20 cases of fire that have been reported in Windhoek especially in the informal settlements. Most of the fire are reportedly caused by the usage of candles.

ESSENTIAL CONTACT NUMBERS TO THE CITY OF WINDHOEK

City of Windhoek

EMERGENCIES

Ambulance, Fire Brigade & Disaster Risk Management (all hours).....211 111 / 261 251 / (reception 290 2897)
 City Police Crime Prevention & Traffic Control 290 2239/3574 (302 302 Toll free number)
 City Police Control Room290 2239/3565/3364/2074

ACCOUNT ENQUIRIES AND INFORMATION

Accounts enquiries 290 2222 / 2105/2224 /2555/3681/3683 (office hours)
 Electricity Power Failures & Street Light Defects (All hours)..... 290 2452/3/4 / 2658 / 222 658 (after hours)
 Water interruptions & Sewerage Blockages.....290 3668 / 2423 / 2402 / 2162 / 3200 (after hours) or mobile: 081 378 7876 (New)
 Metering section 2902303/2202/2566/2135/2213/2221
 Pest Control.....262210/210951/2





JOINT PUBLIC NOTICE

WATER SUPPLY INTERRUPTION TO WINDHOEK 19 - 21 JULY, 02-04 & 16 -18 AUGUST 2013



The City of Windhoek and NamWater announces the water supply shutdown from Von Bach Treatment Plant to Windhoek scheduled to take place as follows:

- 19 - 21 July 2013
- 02 - 04 August 2013
- 16 -18 August 2013

Our residents are therefore once again informed that these water supply interruptions are necessitated by the upgrading of the water supply infrastructure to Windhoek by NamWater.

Although the water supply from Von Bach Treatment Plant to Windhoek will be once again interrupted during the above mentioned weekends, the City will

endeavour to fill its reservoirs to ensure that enough water is available to supply our customers. This can only be achieved if everyone continues to use the available water sparingly. Residents are therefore requested to refrain from all activities that use excessive water such as: **Watering of gardens; Washing of cars (private owners) and Hosing of paved areas and topping up of swimming pools, which** will be banned during the specific weekends to prevent the City's reservoirs from being emptied.

Please note that, the residents in the Brakwater area must ensure that they have enough water in storage for the whole weekend because they are not

connected to the City reservoirs.

The public is however ensured that the bacteriological quality of the water will not be compromised and that the water will be safe for human consumption. We trust that the public will once again give its full cooperation in this regard. Your co-operation of reducing water usage during the week preceding the shut downs and for two days after the shutdown will ensure that nobody suffers undue hardship during this period.

For safety reasons, the public is also requested to please keep away from those areas where teams will be performing these works.

KEEPING THE CITY CLEAN



Her Worship the Mayor Cllr. Agnes Kafula addressing the residents with the Chief Executive Officer of the City of Windhoek, Mr. Niilo Taapopi after 5 hours clean up campaign exercises

The City of Windhoek carried out a successful operation of the 3rd Mayoral clean up campaign in the Tobias Hainyeko constituency on Saturday 13 July 2013.

More than 100 residents participated in the campaign and filled more than 100 refuse bags.

We would like to thank our residents for embracing efforts of keeping the City of Windhoek clean, and should keep up the good work.



A group of some of the residents who participated in the Tobias Hainyeko clean-up campaign.

