



Aloe



Issue 30 • July 2015

City of many faces

CITY UNVEILED A NEW STREET IN ACADEMIA EXTENSION 1 IN HONOUR OF LATE KING KAHIMEMUA NGUVAUVA.



The City of Windhoek Head Office extension is progressing well



At the street unveiling, (centre) His Worship Mayor of the City of Windhoek, Cllr Muesee Kazapua and Hon Kilus Munjuku Nguvauva III, Deputy Minister of Works & Transport, and Chief of the Ovambanderu Community, with the city of Windhoek councillors, (L-R): Cllr Matride Ukeva, Chairperson of the Management committee Cllr Moses Shiikwa and the City's Deputy Mayor Cllr Muadhina Veicko.

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The street renaming took place on Friday 12 June 2015. At the event, His Worship the Mayor, assured the residents that as from now on the City Council would name and rename the streets in the city after prominent national icons, so as to ensure that the street names have elegant meanings that resonate with the nation. He also assured that the street names will reflect representation of the cultural diversity found in the City.

The event was attended by Hon. Kilus Munjuku Nguvauva III, Deputy Minister of Works and Transport and Chief of the Ovambanderu Community, Nguvauva family and Members of the Ovambanderu Traditional Authority. The Mayor also thanked the Nguvauva family for allowing the City of Windhoek to use their grandfather and King's name on the new street. The Mayor also highlighted that the honour bestowed on renaming the street to the King extends not only to the Nguvauva family or the Ovambanderu Community but to the rest of the Namibian nation.

The City's leadership pledged to undo the legacy of our divided past, and to revitalize the hope of a Namibia

that is rising from the ashes of the brutal colonial occupation that King Kahimemua Hiakungairi Nguvauva sacrificed his life for. It is in this spirit, that over the past years, the City Council of Windhoek has been naming and re-naming streets around the City. Hence a decision for all streets in Academia Ext1 to be named after Namibian heroes of the liberation struggle.

The City was approached by the Ovambanderu Traditional Authority to have the street naming unveiling coincide with the Commemoration of Battle Otjunda of 1896, during which King Kahimemua Hiakungairi Nguvauva, was executed. The City will also rename other streets elsewhere later on; such as Monte Cristo Road, in honour of the late Plan Commander, Peter Eneas Nanyemba, while earlier in the month a street in Katutura was renamed in honour of one of the struggle heroes, Bishop PDK Tjijombo.

The Mayor urged communities to view the street renaming as an appreciation of our national diversity, an enhancement of our peaceful co-existence and strengthening of the policy of national reconciliation.

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

I am honoured to welcome you our esteemed readers to this year's 7th edition of the Aloe newsletter. It is amazing how time flies. We just entered 2015 a few months ago, and half of it is already behind our backs. Nevertheless that is life. We should appreciate it.

In our June edition we discussed about our financial year end and the tabling of the 2015/16 financial year, and the N\$ 4.04 billion budget was approved by Council at its 6th Ordinary meeting held on 30 June 2015.

As usual, the estimates have been prepared in accordance with the Local Authorities Act, 1992 (Act 23 of 1992) as amended, the vision, mission and strategic objectives of the City of Windhoek, policies and programmes of the Government of the Republic of Namibia and indeed, in line with Municipal Accounting Principles. This year's budget estimates was approved under the theme "We stay committed to providing municipal services". A considerable allocation is made towards the provision of basic services, with more emphasis on water. It should however be noted that, the bulk suppliers of water and electricity have increased their tariffs and since the City of Windhoek runs its operations on a cost recovery basis, it had to adjust its tariffs accordingly.

Having said that let me call upon all our clients to continue settling their account timely. In doing so, you are enabling the City of Windhoek to continue providing services uninterrupted and in the process, enhancing the quality of life of all our city dwellers.

Until next month, I hope you will find this issue of the Aloe worth perusing.

WHAT ARE THE LONG TERM WATER SOLUTIONS FOR THE CENTRAL AREA OF NAMIBIA AND THE CUVELAI?

What are the Long Term Water Solutions for the Central Area of Namibia and the Cuvelai?

The Ministry of Agriculture Water and Forestry (MAWF), NamWater and the City of Windhoek (CoW) are aware that the water supply in the Central Area of Namibia and in the Cuvelai will in the long-term not be secure for the continuing growth in population and economic activities. In response, the MAWF has commissioned a Pre-Feasibility Study to investigate all alternative water sources which can be developed to secure long-term, affordable water solutions for the two Areas up to 2050.

The results of the first part of this work are now ready to be shared with all interested and affected parties and the general public. Public meetings to share information and to discuss the options and their potential impacts are planned as follows:

Rundu

21st July (Tuesday),
08h30 – 13h00
Kavango East Regional Council Hall



Oshakati

22nd July (Wednesday),
08h30 - 13h00
Oshandira Lodge

Windhoek

24th July (Friday),
08h30 - 13h00
NamPower Conference Centre

There are five short-term actions that are recommended for water supply to the Central Area. However, these will not meet the Central Area's longer-term water needs. There are currently only two possible longer term options:

1. Bringing water from the Okavango River, or;
2. Pumping desalinated water up from the coast.

Background information and the reports are available on the website at: <http://www.namibiawateraugmentation.com>

You may register as an Interested and Affected Party on the website or contact Auriol Ashby at: ashby@aacc.com.na;
Cell: 081 254 5342.



Ministry of Agriculture,
Water and Forestry



City of many faces

The Aloe is produced by the Corporate Communications, Marketing, Tourism & Customer Care Division in the Office of the Chief Executive Officer. The public is welcome to make constructive submissions via the Editor's Column, and submissions should be forwarded to the following address.

If you wish to make comments, suggestions, contributions or advertise in the Aloe, send an e-mail to communication@windhoekcc.org.na or via post at PO Box 59, Windhoek, or visit our website for more information at www.cityofwindhoek.org.na

Compiled by: Lydia Amutenya
External Communications Officer

Contributor(s): Scheifert Shigwedha,

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

Design & Layout: Gerhard Groenewald
Graphic Designer (ICT)

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CITY COUNCIL APPROVES 4 BILLION DOLLAR BUDGET FOR 2015- 2016 FINANCIAL YEAR

Under the theme: "We stay committed to providing municipal services". Cllr Moses Shiikwa, the Chairperson of the Management Committee of the City of Windhoek, presented the Budget Estimates for the financial year 2015-2016, at the council chambers on the 30 June 2015.

Cllr Shiikwa, highlighted that the City budget was prepared in accordance with the Local Authorities Act, 1992 (Act 23 of 1992) as amended, and also in line with the vision, mission and strategic objectives of the City of Windhoek as well as per City policies and programmes of the Government of the Republic of Namibia and in line with Municipal Accounting Principles.

The budget centred around three main key deliverable areas:

- Electricity
- Water and
- Capital projects to the tune of N\$ 383 million

The total budget tabled is 4,04 billion representing a budget increase of 9%. Cllr Shiikwa announced at the event that the City has recorded a budget deficit of about 280 million, and urged City personnel to work tirelessly and innovatively in order to reverse the financial losses and foster operational practices that ensure equitable sustainable utilisation of the city's financial resources. Decision making during the budget preparation was guided by the City's vision of enhancing the quality of life of all our people.

Hence, the tabled budget is aimed at the betterment of the living conditions of the City's residents, while at the same time demonstrating the city leadership's commitment to continue the legacy of striving to economically empower its residents and to also commit to integrating those that are not within the main economic stream.

Further, at the budget reading the

Mayor of the City of Windhoek, Cllr Muezee Kazapua, pointed out that the City has already made some significant achievements during the course of the previous financial year, but that there remain areas that still need to be improved on, in terms of service delivery, socio economic development and poverty reduction.

The Mayor stressed that the usual ongoing challenges such as those associated with the rapid pace of urbanization, land delivery, housing, unemployment and budgetary constraints that limit Council's ability to adequately deliver on its mandate, still remain.

The City of Windhoek is tasked with ensuring continuous provision of basic services to all its residents, of whom some are yet to get access to these services. The mayor stressed the limitations of adequate service delivery due to scarce resources and the high demand of municipal services, such as serviced land, water, electricity and sanitation.

Despite the challenging macro-economic environment, the 2015/2016 budget is dedicated to service delivery, accelerating development and improving the quality of life of all the residents of the city of Windhoek.

The budget also makes provision towards the improvement of the water infrastructure, although limited and not meeting the required amounts needed to ensure adequate and uninterrupted provision of water to the residents of the City of Windhoek.

Hence, the Mayor further urged the public to use water wisely due to dwindling water sources as a result of poor rainy conditions.

The Mayor in his concluding remarks at the budget event reiterated his call, for the City's residents to desist from

occupying land illegally and follow the official procedures available on land allocation.

The following are the 2015/2016 tariff adjustments effective from 01 July 2015:

1	The sewerage tariff to be increased with 17.5 %.
2	The water basic tariff to be increased with 10 %.
3	The water consumption tariff to be increased with 10 %.
4	The property tax tariffs to be increased with 9%.
5	The Household, Refuse Removal tariff to be increased with 10%.
6	The Availability Charge for services to be increased with 5%.
7	The Informal Settlement Refuse Removal tariff to be increased with 5%.
8	The Solid Waste Management tariff to be increased with 10%.
9	The Electricity tariff to increase with an effective rate of 9.2%, subject to the approval of the Electricity Control Board.

The tariff increases will have the following effects on monthly municipal bill per income category:

Average Low Income Household
- 11% - amounting to N\$74.10

Average Middle Income Household
-10% amounting to N\$163.70

Average High Income Household
-10% - amounting to N\$377.78



WINDHOEK ELDERS COMMEMORATE WORLD ELDER ABUSE AWARENESS DAY



City of Windhoek caresOur senior citizens' welfare is our concern.

The City of Windhoek through its social welfare programme commemorated the belated World Elder Abuse Awareness Day today (02 July 2015), a day which is annually marked on the 15 June, to create awareness to society about the impacts of elder abuse and neglect. The day was commemorated at the Windhoek Life Change Centre in Windhoek North, where more than 200 senior citizens participated. The World Elder Abuse Awareness Day (WEAAD) is annually commemorated on June 15. City of Windhoek marked this day since 2010, whereby it joins the world in commemorating the day by raising awareness of the cultural, social, economic and demographic processes that bring about elder abuse and neglect.

The World Elder Abuse Awareness Day (WEAAD) is annually commemorated on was launched on June 15, 2006 by the International Network for the Prevention of Elder Abuse and the World Health Organization at the United Nations. The purpose of this day is to provide an opportunity for communities and individuals around the world to promote a better understanding of

the effects of abuse and neglect of older persons, by raising awareness of the cultural, social, economic and demographic processes that bring about elder abuse and neglect. In solidarity with the rest of the world, the day is commemorated under the theme: One Person, One Action, and One Nation United against Elder Abuse. In addition, this day is in support of the United Nations International Plan of Action, acknowledging the significance of raising awareness on elder abuse as a public health and human rights issue. It serves as a call-to-action for individuals, organizations, and communities to raise awareness about elder abuse, neglect, and exploitation.

Officiating at the occasion, Windhoek Mayor, Cllr. Muesee Kazapua said "Elder maltreatment can lead to serious physical injuries and long-term psychological consequences." Incidents of abuse towards older people are predicted to increase, as many countries are experiencing increasing ageing populations, thus the need to engage with the population and raise awareness. Elder abuse is a

global social issue which affects the health and human rights of millions of older persons around the world, and therefore deserves the attention of the international community.

He further added that, although incidents of elder abuse often occur behind closed doors, it is essential that all citizens realize that, elder abuse is not a private matter. "There is no one justified explanation for elder abuse and neglect. Elder abuse is a complex problem that can stem from multiple causes, such as family stressors, caregiving stress and societal and cultural issues. It is therefore everyone's business, and we all need to work together to prevent and address it" the Mayor noted.

Elders were also advised to not misuse and abuse their pension grants as provided for their needs by the government. Alcohol is one of the biggest elder abusers and the elders should not allow it to continue abusing them.

The elders were entertained by Esme Katjikuru with some heart-warming and soul moving gospels and they sang and danced along.



WINDHOEK GROUND WATER IS NOT CONTAMINATED



The City of Windhoek (CoW) hereby clarifies misconceptions created through recent newspaper reports on the potential danger to the Windhoek Southern Basin Aquifer.

The CoW at its 6th ordinary Council meeting held on 30 June 2015, expressed concern over the issuing of Exclusive Prospecting Licences (EPLs) in Windhoek and Windhoek Townlands, some of which are located on the Windhoek Southern Basin Aquifer situated in the southern areas of the city. The CoW observed that EPLs were issued in the past without consultation with the CoW's Environmental Management Division and without the necessary and legally compulsory Environmental Impact Assessment (EIAs) studies being carried out. Council therefore recommended that the Ministry of Mines and Energy be engaged to address this issue

and ensure that all EPL applications follow due procedures in terms of environmental requirements, whether on land owned by the CoW or otherwise.

Against the above background, it is very important for the public to note that:

- The CoW acts as the custodian of the Windhoek Aquifer;
- Said aquifer is well developed and managed to serve the residents of the CoW, especially in periods of droughts or general water scarcity;
- A vulnerability study has indicated that the aquifer is vulnerable to pollution due to certain activities especially along fault lines and in certain specified areas;
- Due to the importance of the Windhoek Aquifer and the proven vulnerability, the City of Windhoek has strict measures in place to

protect the aquifer from any threat linked to potential pollution of the aquifer, including development restrictions.

It should therefore be noted that the aquifer is currently **NOT POLLUTED** and with the cooperation of all stakeholders, the City of Windhoek has all intention to maintain the status quo. There is therefore no need for the public to panic in this regard, as our ground water is safe for consumption and not contaminated as per the perception of some members of the public.

For any further information regarding the utilisation, development or protection of the aquifer, the general public can contact our department of Infrastructure, Water and Technical Services at 061-290 2335.





CONTROL OF DOGS IN THE MUNICIPAL AREA: THE DO'S AND DON'TS



THE DO'S:

- Each dog should be licensed.
- Each dog should be issued with a metal badge, which displays the name of the municipal area, the year for which it is valid, and the license number.
- The metal badge should be worn by the dog at all times. Any dog found in any place except on the property of the owner, without the metal badge, may be impounded by an authorised officer.
- If you keep a dog that can be vicious or dangerous, always take necessary precautions to prevent such dog from attacking any person visiting your premises at all reasonable times.
- If your dog can be vicious or dangerous, always keep a notice at the entrance of your premises that reads "Beware of the dog".

THE DON'TS:

- No person is allowed to have more dogs than what is stipulated in the licence.
- Do not let your dog run loose, because any dog found running loose on the commonage may be destroyed by an authorised officer.
- Do not allow your vicious or dangerous dog to be in any street, on any road or in any public place unless it is on an effective lead or muzzled.
- Do not keep a dog which disturbs the neighbours or is a nuisance to them by barking or whining or howling continually or excessively.
- Do not allow a bitch on heat to run loose in a street or public place.

To contact City Police:

General Enquiries: 290 3116; **SMS:** 4444; **Tollfree Number:** 302 302

E-mail: citypolicepublicrelations@windhoekcc.org.na





UNDERSTANDING YOUR STATEMENT

PART 2: RESIDENTIAL CLIENTS

The Revenue Management Division of the City of Windhoek in its pursuit to improve customer satisfaction has embarked on a venture to educate its clients on how to read the monthly municipal statement.



Meter Details				
Service	Meter No.	Prev. Reading	Curr. Reading	Cons.
EL	18787	Date: 20150320 Reading: 6737.000	20150420 7182.000	445.000
WA	5061	Date: 20150320 Reading: 1525.000	20150420 1541.000	16.000

1. METER DETAILS

Details of your meter are displayed in the meter detail section namely the metered service/s you are charged for, your meter number/s, readings and reading dates as well as total consumptions for the metered period. Any municipal client having a meter other than a prepaid meter is supposed to see all the above-mentioned details in your meter details section. Should you not see it as reflected on the diagram, contact our nearest cash hall or payment office within 7 working days to report the matter. The client should always verify if the meter numbers on your statement are the same as the actual meter number on the property.

NAME	DUE DATE	2015/06/15
CUSTOMER C	NEW ACC NO	01234567
REMITTANCE ADVICE	AMOUNT	2007.65

2. PAYMENT DATE

It is preferable that all statements be paid during the period in which the bill was raised. The due date is always reflected on your statement and is normally on the 15th of the month unless stated otherwise. Statements not paid on this date will be subject to interest charges and possible disconnection of services which is also subject to disconnection fees. Clients are encouraged to pay their bills on the due date indicated on the statement in order to avoid unnecessary additional charges.

Description	VAT Charges	Amount (VAT excl)	Amount (VAT incl)
BALANCE B/FWD	3	0.00	1953.12
2015/04/30 RECEIPT 0921424901		0.00	-1953.12
GROUND RATES WINDHOEK SIT		0.00	383.88
IMPROVE RATES WINDHOEK SI		0.00	133.06
ELEC CONSUMPTION DOMESTIC		0.00	507.30
WATER CONSUMP DOMESTIC		0.00	283.23
REFUSE REMOVAL 1 X WEEKLY	4	0.00	88.65
WASTE MANAGEMENT DOMESTIC		19.60	130.67
SEWERAGE DOMESTIC	5	0.00	161.14
BASIC ELEC DOMESTIC		0.00	214.20
BASIC WATER 20 MM		0.00	74.43
ELEC CONTROL BOARD LEVY	6	0.00	6.68
NATIONAL ENERGY FUND	7	0.00	4.81

3. INTEREST ON OUTSTANDING BALANCE

Accounts with outstanding balances of more than 30 days will be charge 20% p.a. ÷ 12 months. In this case if Mr. C Customer didn't pay the amount of N\$ 1953.12 on the due date of 15 April 2015, the interest was to be calculated as follows:

Amounts outstanding for more than 30 days x interest rate ÷ 12 Months

N\$ 1953.12 x 20% ÷ 12 = N\$ 32.55.

Mr. C. Customer was going to be charged interest of N\$ 32.55

4. REFUSE REMOVAL 1 x WEEKLY

It is a monthly levy charged in respect of premises where refuse in 240L green container is removed by Council once a week. Clients can however request more than one bin depending on the need. In this case there is only 1 bin removed weekly. The calculation will be as follows:

Number of bins x current tariff

1 x 88.65

Total monthly charge: 88.65

5. SEWERAGE DOMESTIC

It is a monthly levy for services rendered to client for sewer collected from the customer premises and transported to sewer treatment facilities. The charge mainly include treatment. The following is the current tariffs for different households and is based on the Erf size.

Residential Houses		
Erf Size ≤ 400 m ² 12.5m ³	@ 8.9519	111.90
Erf Size > 400 m ² ≤ 900m ² 15m ³	@ 8.9519	134.28
Erf Size > 900m ² 18m ³	@ 8.9519	161.14
With swimming pool + 1m ³	@ 8.9519	8.95

In this case of Mr. C Customer's erf size is bigger than 900 m² (1049m²) and falls within the bracket of N\$ 161.14 per month. In this case the calculation is going to look like this based on the current tariff:

Cubic meter x Current Tariff = Monthly Charge

18m³ x 8.9519 N\$/m³

Total monthly sewerage charge: N\$ 161.1342 = N\$ 161.14

6. ELEC CONTROL BOARD LEVY

It is the charge levied by Council on behalf of the amount of Electricity Control Board. It is calculated based on the units consumed by a household in a given period. In this case the calculation is going to look like this based on the current tariff:

445 kWh x N\$ 0.0150 (current tariff) = N\$6.68

7. NATIONAL ENERGY FUND

It is the charge levied by Council on behalf of National Energy Fund (Ministry of Mines And Energy). It is calculated based on the units consumed by a household in a given period. In this case the calculation is going to look like this based on the current tariff:

445 kWh x N\$ 0.0108 (current tariff) = N\$4.81

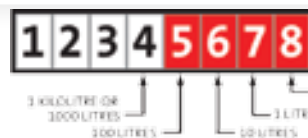
All services explained in both Part 1 and Part 2 of this communication are to be on a normal monthly statement or a residential client with metered services. Electricity services might be omitted only in cases where a client has a prepaid meter. If the client sees that his/her metered services are omitted, they must contact any of our Cash Halls without delay.

8. METER READINGS

Council endeavours to collect meter readings on a monthly basis. There are however many reasons, some beyond our control, why this can sometimes not be realised. Should the client see that in the meter details section there are no readings and the statement indicates "water interim" and or "elec interim", contact our nearest Cash Hall with your meter number and readings and the date you took the readings for enquiry without delay. This will mean that either your readings couldn't be collected or the meter on your statement is not the same as the one on your premises. Council offers also a sms service whereby the client can submit readings directly; this is however only available after the client has registered for this service. Alternatively the client can submit readings via fax to Fax no. **290 2301** or via e-mail to **meter.readings@windhoekcc.org.na**.

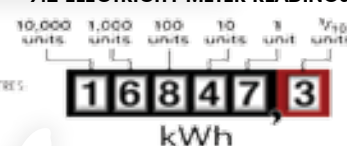
9. HOW TO READ YOUR

9.1 WATER METER READINGS



Only submit the figures in black when doing a "Self Reading"

9.2 ELECTRICITY METER READINGS



10. Contact Details

Council expect that all clients applying for services must provide all their contact details to Council where their monthly statement will be forwarded to. It is equally the responsibility of the client to update their contact details as soon as there is a change. Clients must contact our Cash Halls to enquire if a statement is not received by the 5th of the month. Not receiving a monthly statement will not be considered a valid reason for non-payment. A client, who would like to pay without having a recent statement, can get a duplicate statement at our counters at a minimum charge of N\$ 15.00 as from 1 August 2015.



City of
many faces

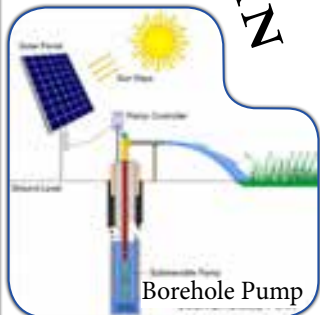
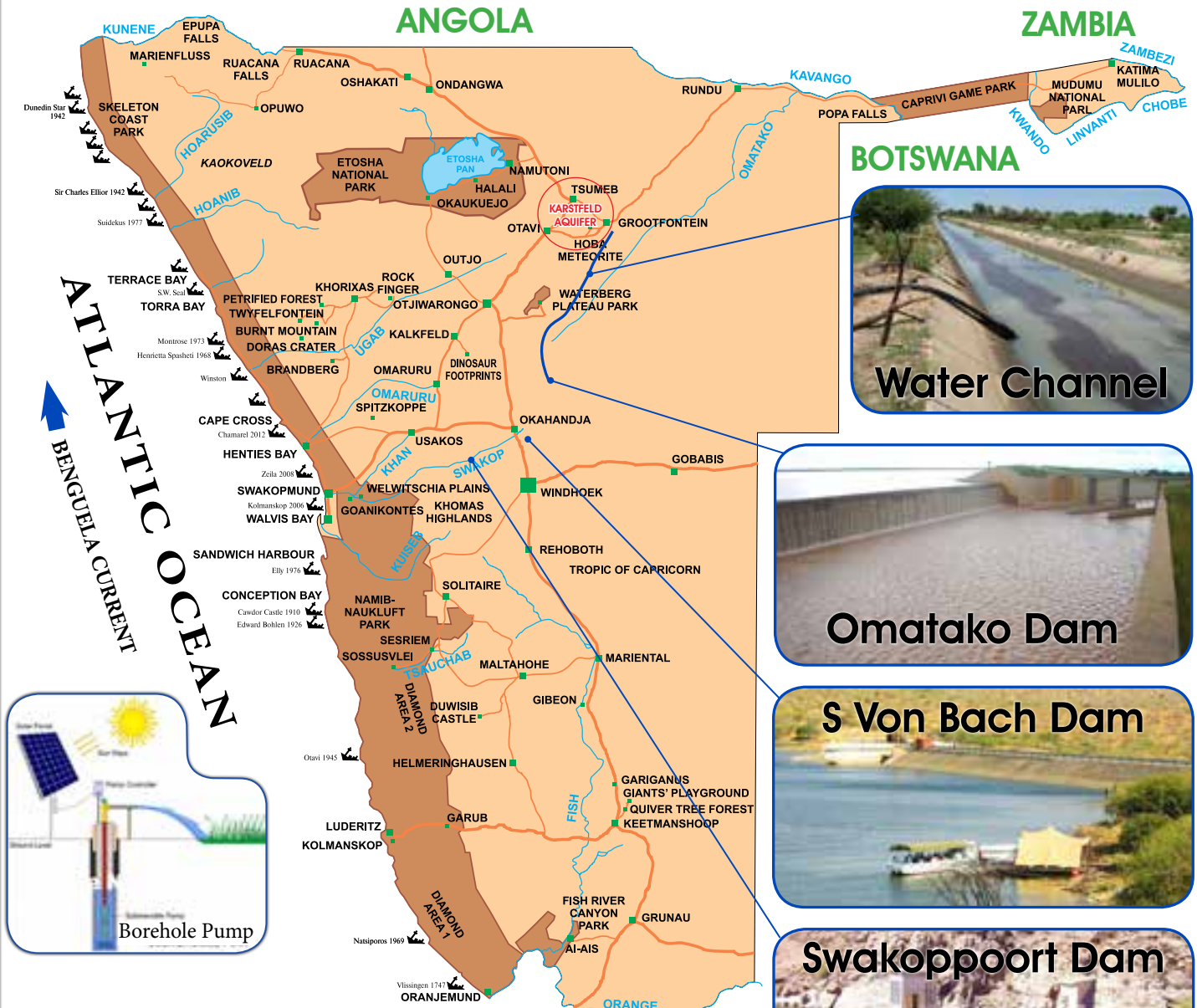
City of Windhoek

Vision: To enhance the quality of life of all our people

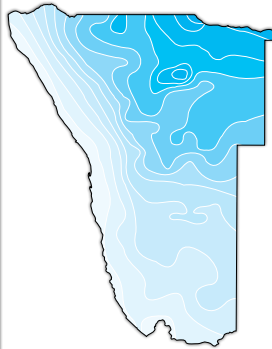


WHERE DOES WINDHOEK'S WATER COME FROM?

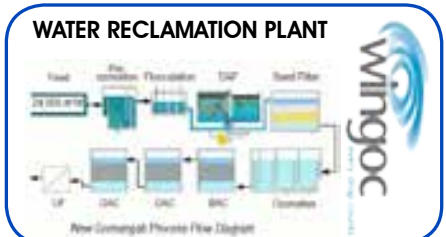
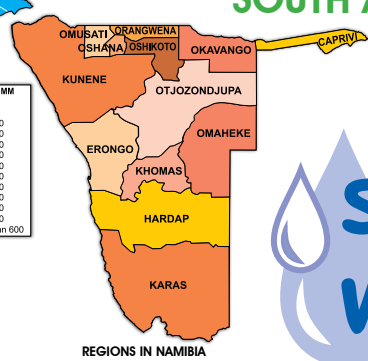
OUR WATER IS SUPPLIED BY THE 3 DAM SYSTEM (NAMWATER), THE WINDHOEK AQUIFER (BOREHOLES) AND THE NEW GOREANGAB WATER RECLAMATION PLANT.



AVERAGE RAINFALL IN NAMIBIA



RAIN FALL IN MM
10-50
50-100
100-150
150-200
200-250
250-300
300-350
350-400
400-450
450-500
500-550
550-600
More than 600



Share the responsibility to save water and avoid the burden of water restrictions. Report water leaks and for enquiry, contact: Tel.: 290-2402 or 290-2162