



Aloe



Issue 29 • June 2015

City of many faces

UPDATE ON WATER DEMAND MANAGEMENT



The City has been on record since 2013 with regards to the insufficient or no inflow into the NamWater surface reservoirs (dams) serving the Central Area from which Windhoek is supplied. It is unfortunate that despite all interventions, only about 5.7% water savings has been achieved for the month of April 2015. As a result, we have decided to enforce the following measures in an attempt to save the situation at hand, and we are calling for the residents' support in assisting us to enforce these measures:

- Compulsory swimming pool covers – random inspections shall be carried out and clients not complying will be fined;
- All car wash businesses should comply with the regulatory requirements, which state that, no washing of cars with hose pipes is allowed. The Washing of cars with hose pipe instead of a bucket is not allowed;
- No hosing of paved areas with water will be allowed, and once found you will be fined;
- We are proposing for an introduction of a new penalty tariff brackets on high consumptions, meaning that if you consume more 50 m³ (cubic meter) per month at domestic level, you will be charged more. (1 m³ = 1000 litre);
- Business sectors are requested to cooperate with the City on water saving measures within their organisations;
- Last resort: If the water saving target is not achieved in the next three (3) months' time, the City will introduce water rationing and the intervals will

be communicated in this regards.

City of Windhoek water sources

Apart from NamWater's contribution of an average of 65%, the City's additional water sources are:

- The New Goreangab Water Reclamation plant that supplies ~ 20% of water demand and
- Windhoek Aquifer that has to contribute to the low dam levels, ~ 25% of water demand. In total the water supplied by the City of Windhoek cannot meet the demand without contribution from the dams serving the central area, hence a serious need to take this seriously.

What does 15% water consumption saving request mean?

It means that we must cut down on our consumption by using our water meter readings monthly to calculate our consumption and reducing consumption to 85% or less of your current usage. This can only happen if the following rules are adhered to:

- Water your garden only once per week can save water
- Washing full loads of clothing only;
- Showering instead of running a bath;
- Prompt fixing of leaking toilets and other plumbing fixtures.

It should be well noted that in order to enforce this measures, our water inspectors and City Police will do random monitoring and if found contravening these measures, you will be fined.

IN THIS ISSUE

UPDATE ON WATER DEMAND MANAGEMENT

ANNOUNCEMENTS

CAUSES OF POWER OUTAGES EXPERIENCED IN AREAS BORDERING THE INFORMAL SETTLEMENTS

CITY COUNCIL HONOURS ARCHBISHOP PETER DANIEL KATIKISA TJIJOMBO

CoW HOSTS A SUCCESSFUL 2015 /AE//GAMS

ART AND CULTURAL FESTIVAL

MAYOR OF THE CITY AND COUNTY OF HONOLULU VISITS WINDHOEK

CITY POLICE WINTER SAFETY TIPS "YOU PARTNER IN SAFETY"

UTILISATION OF CITY OF WINDHOEK RECREATIONAL AREAS

UNDERSTAND YOUR STATEMENT: PART 1

AND MUCH MORE



Josua Amukugo

Manager: Corporate Communications,
Marketing, Tourism & Customer Care

Let me welcome you all our esteemed readers of the Aloe to the June edition.

With the arrival of the cold breeze in our midst, the winter months of June, July and August, may not be favourite for many, as the temperature gets to its minimum. We all have to endure the long nights of cold weather, and there's not much we can do, apart from keeping warm and embrace mother nature.

At the City, we are gearing down toward the end of our financial year 2014/2015, and we just concluded the budgeting consultation process with the end of our public meetings in various suburbs. Despite an inevitable need for these meetings, it is disappointing to note that the attendance turnout in some suburbs was very poor. We applaud those that attended and shared their inputs in the development of our city, and we hope that there will be great improvement in attendance turnout for the next round.

As the new financial year approaches the anticipation is usually uncertain with the following questions lingering on our minds: Will we survive the cut or shall we receive more? Should we just survive within our limits? Be it as it may, we remain committed and determined to continue executing our projects with zeal, passion and dedication.

We have once again concluded another existing and memorable edition of the / Ae //Gams Arts and Cultural Festival 2015.

ANNOUNCEMENTS

EARLY CLOSURE OF CASH HALL DUE TO FINANCIAL YEAR END

Please take note that all City of Windhoek Cash halls will be closed at **15H00** on **TUESDAY 30TH JUNE 2015**, due to financial year end procedures. The cash halls operation hours will be back to normal again on 01 July 2015.

We apologize for the inconvenience this might cause.

WINTER CLOSURE FOR MUNICIPAL SWIMMING POOLS

The Katutura and Olympia Swimming Pools are closed for the winter season as from **26 May – 01 September 2015**.

Those in attendance were treated to the sound of music and sight artistic visual arts, complimented with mouth watering dishes from international and local communities. Our memories are still fresh with a glimpse of traditional way of living presented by various living museums all the way from the regions, "This here is indeed Windhoek weaved in our hearts" as Mr Joseph Malapong put it through poetry.

On a cordial note, let us hold hands and sail together in saving ourselves from drought. "Every drop counts" should not be a mere phrase, but a

serious command in alerting us that there might be no drops left if these words are not reflected in our action. Let us use water sparingly and cut down on all excessive water usage for the benefit of us all.

Lastly, I would be a very ungrateful Namibian citizen and a resident of Windhoek, if I don't congratulate our Brave Warriors for bringing home the 2015 COSAFA Cup. Well done guys for the great team spirit, and let this be the start of more winnings to come. Keep up the bravely fight in the sport field. We are proud of you!

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

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CAUSES OF POWER OUTAGES EXPERIENCED IN AREAS BORDERING THE INFORMAL SETTLEMENTS.



Illegal power connections in 8th Laan, Windhoek

The City of Windhoek has recorded a number of unplanned power outages due to electricity tripping, especially in areas bordering the informal settlements, since the start of winter. There is always high demand for power consumption during winter, especially during peak hours (18:00 – 22:00) causing an overload in the network. These challenges are mostly experienced in the areas which are close to the informal settlements and the biggest contributing factor is the illegal connection which one can never plan for, when designing the systems.

We are happy to say that we are doing our level best to maintain our electrical infrastructures in order to ensure uninterrupted power distribution to our residents. For instance, the City is busy with an upgrading exercise, although due to the nature of the work, the completion time takes a bit longer. It should, however, be emphasised that these exercises will be in vain as long as the public continues with illegal connections. This is because the electrical infrastructures are designed for the known demand in the demarcated areas and not for non-demarcated (informal) areas of which the consumption demands is unknown.

As testimony to upgrade and

expansion of our distribution points, the City of Windhoek is busy with the construction of two (2) new distribution substations, being constructed in the informal settlements of Havana and Babilon under the Targeted Intervention Program for Employment and Economic Growth (TIPEEG) Projects. These two projects are destined to be completed by March 2016. Phase 2 of TIPEEG Projects will also be commissioned around November 2015, and that will involve construction of low voltage reticulations servicing houses in the above mentioned areas.

We are therefore calling on the public co-operations to assist us by alerting the City Police of the illegal connections in our areas. It is very important that suspected cases of illegal connections and known illegal connections be reported and removed, to support the action of our electricity department in removing these illegal wires. These connections are not only a concern of danger, but they affect the power distributions in our areas especially during winter when the demand is high. We are also busy engaging with Constituency Councillors in the affected areas such as Havana, Okuryangava, Hakahana etc. to warn the public about these un-authorised dangerous actions.

EMERGENCY TELEPHONE NUMBERS



Headquarters Fire Station
211 111
Maxuilili Fire Station
21 2265
Diaz Street Fire Station
250 084 / 250 446



State Hospitals
203 9111



Namibian Police
10 111



City Police
Emergency Number
302 302 (Toll free)
290 2239
290 2454/3/4 (all hours)
SMS 4444



Electricity Failures
222 658 (after hours)



Water and Sewerage
290 2402 (after hours)

City Traffic Management Services
290 2722/258 473

Lifeline Counseling Service
232 221/226 889

Protection
209 5375

Rescue
911 222 255

Municipality Fraud Hotline
290 3000



CITY COUNCIL HONOURS ARCHBISHOP PETER DANIEL KATIKISA TJIJOMBO



The City of Windhoek Council has honoured one of the heroes of the liberation struggle, Archbishop Peter Daniel Katikisa Tjijombo, by renaming Spreuke Street in Katutura after him.

The City Council has taken a decision to recognise the heroes and heroines, both living and fallen, in any form possible within the boundaries of the City. One of the ways adopted was to make sure that this decision is implemented by renaming some of the streets around the City, that carry names which have no meaning to the communities within which they are erected. Another reason is to promote the policy of national reconciliation, healing and finding peace in our diversity. It is equally important that the face of the city reflect a representation of people who live there.

It was therefore against that background that, the City Council decided to approve the request by the Apostolic Church to rename the

Spreuke Street to Bishop PDK Tjijombo.

In a statement read on his behalf by the Deputy Mayor, Cllr. Hangapo Veico, His Worship the Mayor, Cllr. Muesee Kazapua described Bishop Tjijombo as a pioneer and veteran of the liberation struggle and his contribution to the liberation struggle will remain treasured. **"He was an enthusiastic mobiliser of the Namibian Struggle, and a fighter, who stood tall during the dark part of our history. He believed that the demand for Namibia's independence was non-negotiable, hence his activism until our political emancipation in 1990"**, stated the Mayor.

As he delivers his acceptance speech, Bishop Tjijombo narrated how he suffered at the hands of his own people and that of the colonial regime during the liberation struggle, because of his political affiliation, and that is how he learned that **"steadfastness pays big in the end"**. He also explained that, the street had a long history as people

were killed in that street in 1978. And coincidentally, the Apostolic Church which is also referred to as 'Bishop Tjijombo's church' is located in the same street. Bishop Tjijombo applauded the City Council for the honour bestowed on him, especially the fact that this recognition came while he is still alive to witness it.



Archbishop Peter Daniel Katikisa Tjijombo

DID YOU KNOW?



The collection of fire wood in the City is controlled in terms of Government Notice No 9 of 1930 regulation 5 (1) (c), the cut, removal, damage or destruction of trees on municipal properties without approval of Council is an offence for which an admission of guilt fine of N\$2000.00 can be imposed or imprisonment for a period not exceeding six months.

The Environmental Management Division of the City however issues a temporary permit to residents (especially

from informal settlements) to meet their energy needs temporarily and not for commercial use. A daily collection limit of ± 20 kg is imposed. It's the permit holder's responsibility to obtain permission of access from property owner (s) before firewood is collected.

This practice has limited impacts on the environment as the collection of firewood only targets dead and dry wood. The chopping of live trees is strictly prohibited.

CoW HOSTS A SUCCESSFUL 2015 /Ae//GAMS ART AND CULTURAL FESTIVAL



Black Melody Cultural Group

Windhoek being a beautiful modern African city, nestled between hills, is home to diverse cultures from all works of life. Despite the freezing weather experienced in Windhoek at the beginning of June 2015, it did not deter the organisers and participants of the well-known /Ae /Gams Arts and Cultural Festival from coming together in numbers to celebrate their diverse culture.

The annual /Ae//Gams Arts and Cultural Festival started off with the official opening by His Worship the Mayor of the City of Windhoek Cllr Mueseer Kazapua, at a splendid event in the Zoo Park Amphitheatre on Wednesday 03 June 2015. The launch was well attended by the officials from sponsoring corporate entities, representatives from the international

ambassadorial missions based in Windhoek, as well as City Councillors and employees. The main activities of the festival were slated from 4 to 6 June.

Cultural performances were centred on the Central Business District area, but various parts of the city were not left out with arts galleries and exhibitions taking place at selected art venues. Cultural expressions took place in the form of art, poem, storytelling, traditional performance, music performance, kiddie's entertainment activities and exhibitions.

Traditional food stalls were also set up in the Zoo Park, while international cuisines were on display and on sale in front of the City of Windhoek head office. Participant of international cuisines were mainly

embassies and the local dishes were also available. International cuisines are an eye opener to the broader international community that Namibia is part of; and resident were left wanting for more as the aroma from the tantalizing mouth-watering cuisines fill the air along Independence Avenue.

The City of Windhoek initiated in 2001 the drive to promote Namibian cultural identities in order to enhance the drive for self-realisation and foster a common purpose of cultural diversity united under one vision, hence the /Ae//Gams Arts and Cultural Festival was born. To date, despite budgetary challenges, the festival maintains its objectives and continues to grow in strength and to draw audience from all parts of the city.



Maifwe Living Museum



Djaupyu Siteketa Cultural Group



MAYOR OF THE CITY AND COUNTY OF HONOLULU VISITS WINDHOEK



His Worship the Mayor of the City and County of Honolulu Mayor Kirk Caldwell and His Worship the Mayor of the City of Windhoek Cllr Mueseetse Kazapua

The Mayor of the City and County of Honolulu, Mr. Kirk Caldwell paid a courtesy visit to the City of Windhoek Mayor, Cllr Mueseetse Kazapua on Sunday 07 June 2015. The visit was the first of its kind by a Mayor from the county of Honolulu in the United State of America, and paved the way for future areas of corporation between the two cities. During the visit, Mayor Caldwell

indicated that the City of Honolulu has similar challenges as those faced by our city such as escalating property prices and an increase in homeless people. Equally so, the City and county has traffic congestion problems, but as an intervention the Mayor has budgeted about 4 billion for rail development and around 400 million budgeted for road

reflected that the mayoral position in his county and city is a full time position that is composed of nine part-time councillors.

The County of Honolulu has a population of about 900,000 inhabitants while the City population is similar to that of the City of Windhoek. The visiting Mayor

and pavements improvement. The Mayor highlighted that Honolulu has America's first self-driving electric rail that is playing significant role in moving residents from private vehicles on to rail usage.

The two Mayors discussed in brief on potential areas of City to City cooperation that could range from commercial trade such as the promotion and marketing of Namibian beef, to skills sharing, tourism promotion and cultural exchange. Honolulu is part of the state of Hawaii. The visiting Mayor extended an invitation to the City of Windhoek Mayor, for further exploration of areas of mutual interest between the two cities.



The Seal of the City and County of Honolulu presented by Mayor Caldwell to the City of Windhoek Mayor Kazapua.

CITY POLICE WINTER SAFETY TIPS "YOU PARTNER IN SAFETY"

Residents will see increased visibility of Law Enforcement Agents we will make ourselves highly at traffic stops (Roadblocks). This is done to ensure an effective Law Enforcement campaign that is aimed at registering less or no collision as well as the reduction in criminal activities.

Don't be a victim of crime this winter.

- Home owners are encouraged to reduce the chances of house-breaking during this winter season by making sure their homes are securely locked with no valuables on display.
- Keep windows and doors locked at all times even when indoors.
- Members of the public are also encouraged to be vigilant against suspicious people and to contact the police if they see anything suspicious in their neighbourhood.

Mutual responsibility by **passengers** and **pedestrian** remain pertinent to promote road safety.

- **Passengers** are urged to control the drivers through reprimand and redirection should they disregard the traffic rules and not to indulge in irresponsible alcohol consumption that may result in undue pressure on the driver.
- **Pedestrians** should refrain from drinking and walking, wear discernible clothing when using the road at night and avoid isolated places for their own safety.

Community Partnership, we call on the public to, without any fear of victimization, furnish the particulars of any vehicle that might pose a threat to other road users or person through any unlawful act or behaviour at our 24-hour Communication Centre. Toll free number: **302 302** or Tel: 25 8473 / 290 2722 or sms Alert line **4444**.

UTILISATION OF CITY OF WINDHOEK RECREATIONAL AREAS

The City of Windhoek has a corporate social responsibility towards its resident's well-being. It provides residents and visitors with recreational areas for picnic and relaxation. As part of our responsibility to safeguard our facilities, we are guided by the Recreation Policy in the provision and management of the facilities with a view of balancing the provision recreational facilities to all our residents at the following facilities, namely: **Brakwater** and **Goreangab Recreational Areas**. You are therefore required to seek permission to utilise the facilities and you are expected to take note of the following conditions for your permission to be granted:

- Please take note that there is no electricity to the braai stands/ sockets.
- No music apparatus
- No big events is allowed such as weddings ceremonies, graduations parties etc..
- Please keep the noise level low not to disturb business/residential in the

surrounding areas.

- It is expected that the area be free of litter after the event.
- No beer trailers.
- No Animal/pets
- Speed 20km/h
- Any complaint or request should be directed to the Recreation Co-ordinator at the office.
- Please abide by the rules of the park, as set out on the notice board and conditions stipulated in the booking form. Non-compliance will result in immediate removal from the recreational area and the disapproval of all future applications.

For further enquiries, please contact the Recreation Co-ordinator at the Office on 061-211 051 or 0812061225





UNDERSTAND YOUR STATEMENT

PART 1: RESIDENTIAL CLIENTS - WINDHOEK

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

Description	VAT Charges	Amount (VAT excl)	Amount (VAT incl)
BALANCE B/FWD	0.00	1953.12	1953.12
2015/04/30 RECEIPT 0821424001	0.00	-1953.12	-1953.12
GROUND RATES WINDHOEK SIT	5	0.00	383.00
IMPROVE RATES WINDHOEK SI	6	0.00	133.04
ELEC CONSUMPTION DOMESTIC	3	0.00	507.30
WATER CONSUMP DOMESTIC	4	0.00	283.23
REFUSE REMOVAL 1 X WEEKLY	0.00	88.65	88.65
WASTE MANAGEMENT DOMESTIC	7	19.60	130.67
SEWERAGE DOMESTIC	0.00	143.14	143.14
BASIC ELECT DOMESTIC	1	0.00	214.20
BASIC WATER 20 MM	2	0.00	74.43
ELEC CONTROL BOARD LEVY	0.00	6.60	6.60
NATIONAL ENERGY FUND	0.00	4.81	4.81

1. BASIC ELECT DOMESTIC

It is a monthly levy charged in respect of premises where a meter other than a prepaid meter is installed according to the wishes of the client. The charge is in accordance with the kilovolt (kVA) ampere of the installation. In this case the ampere size is 30. The calculation will be as follows:

$$30 \text{ Ampere} \times \text{N\$ } 7.14 \text{ (current capacity charge /Amp)} = \text{N\$ } 214.20 \text{ per month}$$

2. BASIC WATER 20MM

It is a monthly levy determined according to the diameter of the meter outlet which is charged to a client whether water was consumed or not. In this case the diameter size is 20 mm.

The current charge on 20 mm is N\$ 74.43.

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

3. ELECT CONSUMPTION DOMESTIC

It is the amount of Electricity consumed by a household in a given period. It is calculated by deducting the current reading from the previous reading. The difference is units of kWh which is multiplied with the applicable tariff to determine the amount in N\$. In this case the calculation is going to look like this based on the current tariff:

$$445 \text{ kWh} \times \text{N\$ } 1.14 \text{ (current tariff)} = \text{N\$ } 507.30$$

4. WATER CONSUMPTION DOMESTIC

It is the amount of Water consumed by a household in a given period. It is calculated by deducting the current reading from the previous reading. The difference is units of kl of water consumed for the period. In the case of water, step charge tariffs are applied to determine the amount in N\$. In this case the calculation is going to look like this based on the current tariff:

Previous reading date:	2015-03-20	Previous reading:	1525
Current reading date:	2015-04-20	Current reading:	1541
Total consumption period = 31 days		Total units consumed = 16 kl of water	

Daily average water consumed: $16\text{kl} / 31 \text{ days} = 0.516129 \text{ kl per day} = 0.52$

Calculations:

$$0.20 \text{ kl per day} \times 31 \text{ days} \times \text{N\$ } 12.60 = \text{N\$ } 78.12$$

$$0.316129 \text{ kl per day} \times 31 \text{ days} \times \text{N\$ } 20.93 = \text{N\$ } 205.11$$

$$\text{Total water consumption} = \text{N\$ } 283.23$$

Valuation			
Ground Value	Improvements	Penalty	Total Value
5 420000	6 282500	0	702500
Electricity and Water Deposit			
Electricity	Water	Guarantee	
65.00	0.00	0.00	

5. GROUND RATES WINDHOEK SIT

This is a monthly levy charged in accordance with Local Authority Act, 1992 (Act 23 of 1992 on all property owners. This will be the calculation according to the current tariff:

$$\text{Ground Value} \times \text{Current tariff:} \\ 420\,000 \times \text{N\$ } 0.000914 = \text{N\$ } 383.88$$

6. IMPROVE RATES WINDHOEK SI

This is a monthly levy charged in accordance with Local Authority Act, 1992 (Act 23 of 1992 on all property owners. This will be the calculation according to the current tariff:

$$\text{Improvement Value} \times \text{Current tariff} \\ 282500 \times \text{N\$ } 0.000471 = \text{N\$ } 133.06$$

7. WASTE MANAGEMENT

This is a monthly Solid Waste Management Charge payable in respect of every erf and is levied as follows: (Waste Management Service is 15% VATable)

(Ground Value + Improvement Value) x applicable tariff, in this case

$$(420\,000 + 282500) \times \text{N\$ } 0.000186$$

$$702\,500 \times \text{N\$ } 0.000186$$

$$\text{Total Waste Management Charge} = \text{N\$ } 130.67$$



WATER A LIMITED RESOURCE REDUCE YOUR WATER CONSUMPTION:

Take your monthly water consumption and reduce by 15%. This should be your monthly target.

The Namwater supply dams have too little water. Additional water is pumped from Karst Area Aquifer to Von Bach Water Treatment Plant.

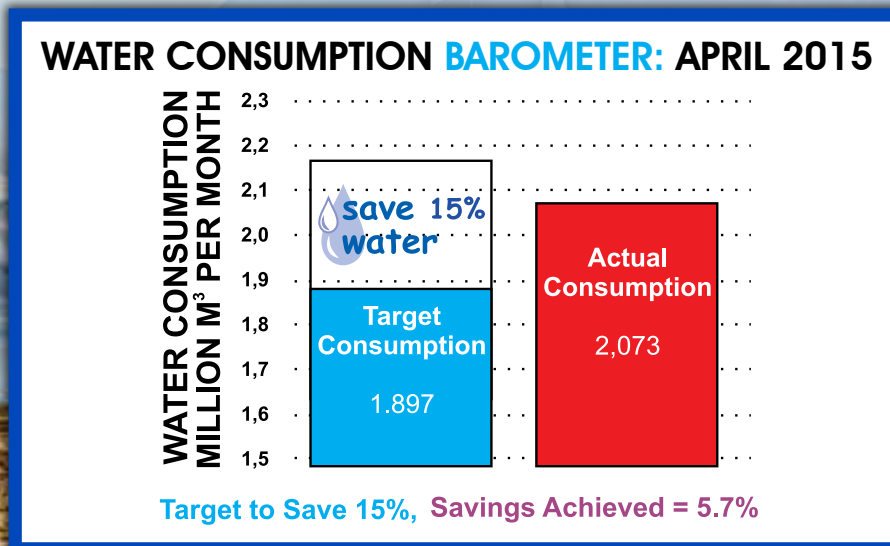
City of Windhoek compensate the water limitation, by:

1. Increase water from New Goreangab Reclamation Plant
2. Increase water from City of Windhoek Boreholes

The limited water resources may not be sufficient. Thus the Target consumption has been set to reduce water consumption by 15%, by saving water

Only the public is able to reduce water consumption.

Monthly Water Consumption Targets in relation to the Actual Consumption will be communicated as:



**Share the responsibility to save water
avoid the burden of water restrictions.**

More info: www.cityofwindhoek.org.na