



Aloe



Issue 34 • November 2015 *City of many faces*



MAYOR'S MESSAGE FOR THE FESTIVE SEASON

As 2015 comes to an end, I want to wish Windhoek residents a joyous, safe and restful holiday season. The end of each year gives us all the opportunity to reflect on the past 12 months and focus on future goals, and life at City of Windhoek is no different.



His Worship Cllr. Muesee Kazapua

Although improvement has been done here and there in our operations and administration, of course, we still face a number of challenges that cannot be ignored. The availability of serviced land to our landless Namibians remains a big challenge. But we are expecting better results from the land that is being serviced through the Mass Land Servicing programme by our central government. Our budget is still in a structural deficit of about N\$500 million. There is significant safety and security concerns in the City, especially with the gender based violence recorded every single day in our country, and this requires concerted efforts from all of us.

Finally, I want to congratulate the entire Council for the job well done in 2015. On 28 October you all received certificates of appreciations and some were conferred titles of alderpersons for having served the people of Windhoek for 10 years or more. In the course of the year, we have taken various decision intended to improve and enhance the quality of life of all our people. Some of our decisions might not have been well received to the satisfaction of all. If that is the case, please note that, it was never our intention. I appreciated our positive working relationship with the entire council.

I acknowledge the efforts of all those who made inputs on the budget through various structures in place or through direct communication to our offices on how services can be improved. This shows that we have a society that cares about its well-being. There are various projects of importance that need urgent council attention, but I want to assure you that we are listening and taking note of your inputs. Although the financial resources are always not sufficient, we will always do our best to balance and attend to most projects. I would like to commend those that find time to attend public meetings, where the development of our city are discussed, and hereby encourage all of us to use this opportunities provided for consultations to share information.

Further, we are facing the Regional and Local Government election on the 27 November 2015, let us all grab this opportunity to go and exercise our democratic rights, as enshrined in our Constitution. Your vote will determine the future political leadership for the City of Windhoek. On behalf of the City Council, I extend my warmest regards and best wishes to everyone in our City. May the spirit of this wonderful season be with you and your loved ones throughout the holidays and may you have many blessings in the New Year 2016!



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Josua Amukugo

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Marketing, Tourism & Customer Care

The festive mood is activated, as the festive season is fast approaching.

December is a month that is most liked, not only because Christians celebrate Christmas, but it is also time when most -people can take off some times and rest from the year engagements.

While welcoming you to the November / December edition of the Aloe, let me remind you to ensure that you have put security measures in place for your house before leaving town for holiday; your municipal bills should be up to date, and you should check out for leaks and repair them promptly. The call to save water should even be more intensified during the festive season.

May you find it in your golden heart, to share the little you have for Christmas with the less privileged of our society during this festive season?

From our side we wish you a peaceful and safe festive season. Please adhere to the road traffic rules at all times, and avoid driving under the influence, at all times.

Our expectations are to see you all well rejuvenated and ready to face 2016 heads on!



UPDATE ON THE ROAD SURFACING OF STREETS IN NORTHERN SUBURBS PHASE 7

The Contract INF 667 / 2014 (Roads) involving Phase 7 of the paving of streets in the northern areas of Windhoek, in Wanaheda Extension 7 and 8 townships, was awarded to Maketo Construction T/A Tony Klazen, on 23 December 2014. The above mentioned contractor had previously been a successful participant of the City of Windhoek SME Development Programme.

The work was commenced with on 26 January 2015 and was supposed to be completed on 15 December 2015. The contract period was eventually extended with 34 days due to the change in the design for the storm water. Thus, the revised contractual completion date is now 18 January 2016.

The streets to be tarred are as follows:

| Extension 7 | | Length (m) |
|-------------|--------------|------------|
| 1. | Yukon | 446 |
| 2. | Saskatchewan | 70 |
| 3. | Missouri | 86 |
| 4. | Uruguay | 70 |
| 5. | Amazon | 70 |
| 6. | Orinoco | 245 |
| 7. | Parana | 274 |

| Extension 8 | | Length (m) |
|-------------|----------|------------|
| 1. | Masery | 65 |
| 2. | Kigali | 880 |
| 3. | Gaberone | 170 |
| 4. | Pretoria | 353 |
| 5. | Lusaka | 94 |
| 6. | Lilongwe | 255 |
| 7. | Harare | 266 |

The public concern about the delay of the above mentioned project is noted, and as a City of Windhoek we share the same sentiment.

However it should be well noted that, although the overall progress of the contract is of concern, the contractor showed willingness and commitment to execute and complete the work by the 18th January 2016 as per the revised contract.

The City therefore apologises for the inconveniences caused and would like to thank members of the public for their patience shown thus far.

NOTICE ON ISSUANCE OF MEAT PERMIT

The public is hereby informed that, due to high recorded cases of stock theft, the stock theft Unit of the Namibian Police requested the City of Windhoek, Health Services Division to add the Stock brand number of livestock carcasses to be added on the meat permits issued to applicants.

That stock brand number will assist them at road

blocks to verify the ownership and transaction between the transporter and the farmer/owner of the carcasses.

Should there be any further information required on this matter, please contact Detective Inspector Simon Tsuseb at NamPol Stock Theft Unit at 061 - 209 5316 or 081 247 4333

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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Printed by: Department of ICT





COW HONOURS LONG-SERVING COUNCILLORS



Honored long serving Councillors pictured with Hon. Silvia Makgona, Deputy Minister of Urban and Rural Development. L-R: Alderperson Joseph Shikongo, Alderwoman Elaine Trepper, His Worship Cllr, Muesee Kazapua, Hon. Silvia Makgona, Alderperson Boas Ekanjjo, Alderperson Agnes Kafula, Alderperson Gerson Kamatuka and Alderperson Benestus Kandundu represented by his wife.

The City of Windhoek (CoW) has honoured its long-serving councillors with the titles of alderpersons for their contribution to the development of the city and its people.

The conferment of the alderperson titles is in accordance with Council Resolution 393/11/2010, which resolved that under Section 30 (1) (q) of the Local Authorities Act, 1992 (Act 23 of 1992), honours may be conferred to any person who has in the opinion of the Local Authority Council rendered meritorious service to its residents; and council expresses itself on the principle of honouring councillors for meritorious service either by the bestowing of an honorary title or award.

Former Mayor Alderperson Elaine

Trepper and Alderperson Boas Ekanjjo served the council for 17 years and 15 years, respectively and both received silver medals and certificates of appreciation. Member of Parliament and former mayor, Agnes Kafula; former Deputy Mayor and Councillor Gerson Kamatuka; Councillor Joseph Shikongo; and Councillor Benestus Kandundu received bronze medals and certificates of appreciation for serving the Council for 11 years.

Speaking at the conferment of the titles, Minister of Urban and Rural Development Sophia Shaningwa, in a speech read on her behalf by Deputy Minister Silvia Makgona, applauded the City Council for honouring its long-serving councillors by recognising their contributions. "The honours

you are about to receive, albeit no monetary value, should instill a sense of accomplishment, a sense of deed, a sense of fulfilment, and a sense of pride in your hearts. She said.

Meanwhile, Windhoek Mayor, Cllr Muesee Kazapua said the honours are specifically conferred in acknowledgement of the recipients' courage in shouldering the municipal leadership responsibility.

As we honour the long-serving councillors, we take cognisance of the fact that the foundation they have laid forms the basis on which we focus our efforts and time to carry forward the development agenda of our city, he said.



Posing with their certificate of appreciation are L-R: Cllr. Matrid Ukeva, Cllr. Prieska Kahuure, Cllr. Moses Shiikwa, His Worship Cllr. Muesee Kazapua, Hon. Silvia Makgona, Deputy Minister of Urban and Rural Development, Her Worship Cllr. Mwadina Veico, Cllr. Shaalukeni Moonde, Cllr. Hileni Ulumbu and Cllr. Ellen Musialela.



COW DONATES A HALL AND KITCHEN TO PASHUKENI KINDERGARTEN IN KATUTURA



For the love of children this facility is yours now, R-L, Cllr Rachel Jacob, John Pandeni Constituency (left), assisting City of Windhoek Mayor Cllr, Muesee Kazapua (right) to cut the ribbon, while Ms Rauha Jairus, founder of Pashukeni Kindergarten and Mr Immanuel Mwatala are looking on.

The City of Windhoek Mayor, Cllr Muesee Kazapua on 02 November 2015 handed over a hall and kitchen to Pashukeni Kindergarten in Soweto. The construction of the two facilities funded to the tune of N\$199,000.00 inclusive of labour and materials, was made possible through a contractual obligation with a private company Syntell Proprietary Ltd, which won the City of Windhoek's prepaid electricity contract. As a condition of the agreement, Syntell undertook to contribute to the Mayor Outreach Fund for community projects as identified by the City of Windhoek.

Handing over the facility, Cllr Kazapua emphasised on the importance of education, saying that, "education foundation is very important as it maps the future of the children. Let us catch the children while they are still young, to instil discipline and built a strong foundation of wanting to learn and explore".

He urged all businesses operating in the City to open their hearts and contribute to the plight

of the needy, especially the young generation (children), because no nation will prosper without educated citizens.

Through this fund the City of Windhoek has since last year, been supporting various community projects. – Beneficiaries of last year were:

1. **Megameno Children's Home in Shandumbala** - a welfare organization working towards the cause of providing a secure environment for the orphans and vulnerable children. The City supported this orphanage with the construction of the boundary wall and additional bedrooms.
2. **Katutura Central Kindergarten** - a community kindergarten for disadvantaged children that received donation of school materials.
3. **Okaye Pre-Primary School & Kindergarten** - An early childhood Centre that provides care for the disadvantaged children, who received donation of school materials.

"Not everyone loves children, let alone go

out his/her to provide for their basic needs. However, those few who are passionate and have the welfare of children at hearts should be embraced and supported.

This gesture by the City of Windhoek should be applauded", those were remarks of Mr Immanuel Mwatala, Senior Citizen, at the official handover ceremony.

Hon Rachel Jacob, Councillor of John Pandeni Constituency echoed the same sentiment as that of Mr Mwatala when she briefly narrated Ms Rauha Jairus's passion for children that started in many years in the informal settlement of Katutura, until she approached City of Windhoek for a piece of land which was offered to her in Soweto, former Black Africa Stadium.

"Credit should be given where it is due; the municipality of Windhoek is doing a lot for it is residents", she said.

CITY OF WINDHOEK TO REPLACE COMMUNAL WATER STAND PIPES WITH PREPAID WATER PIPES / METERS IN OTJOMUISE EXT 6, 7 AND OTHER AREAS

The City of Windhoek embarked on a project to replace the conventional communal water stand pipes in Otjomuise Extension 6 and 7 with communal pre-paid water standpipes. The replacement is being done as a result of high water waste from the conventional communal water, as observed during the water usage inspection carried out in the affected area.

Otjomuise Extension 6 and 7 is surrounded by

thousands of houses owned by un-procedural settlers and they depend on the conventional communal standpipes that will be replaced in the formal area. It is expected that the pre-paid water stands will also generate revenue for the City in comparison with the communal water stand pipes. The access to pre-paid is also extended to all the people residing in the area, despite their legitimate status.

It should be noted that a consultative meeting

with the affected residents have taken place and the project has commenced. So, far 56 pre-paid water meters have already been installed in the area.

We therefore would like to thank the public for the patience and understanding exercised during the period when they were waiting for the process to be completed. The infrastructure should be safe guarded at all times and not be vandalized.





AVAILABILITY OF THE DOG LICENCE TAGS



The City of Windhoek hereby announces the availability of dog license tags as from 02 November 2015. The Council of the Municipality of Windhoek, under Section 30(1)(u) of the Local Authorities Act, 1992 (Act No. 23 of 1992), has determined the following fees, charges and tariffs with effect from 1 July 2015. The Dog Licence Tariffs promulgated under General Notice No. 345 of 15 July 2015 is hereby rescinded as

substituted with the following table, as gazette and published under General Notice No. 5865 of October 2015.

| DOG LICENCES | | | |
|---------------------------------|--------|--------|--------|
| Description | Tariff | VAT | Total |
| 1. Unsterilized Bitches | 100.00 | Exempt | 100.00 |
| 2. Males and Sterilized Bitches | 50.00 | Exempt | 50.00 |

The dog owners or any person who is coming to pay / renew the licence should present to the cashier a veterinary card or report that clearly indicate that his/her dog is spayed (sterilized) to qualify for the reduced amount as indicated above.

In the absence of proof of veterinary card or a report which usually indicate the particulars of the dog such as its name and address of residence etc, the unsterilized tariff will be charged.

Due to the delay in making the dog licence

available, the City of Windhoek resolved that the licence validity will run with the City of Windhoek financial year which is 01 July - 30 June. Therefore the licences that are being issued will only be valid until 30 June 2016.

We would like to thank the public for patience exercised during the period when the licence tags were not available.

The City of Windhoek remains committed to deliver effective and efficient services, in order to enhance the quality of life of all our people.

WATER SHORTAGE UPDATE

As the main consumer in the supply system, Windhoek is focusing intensively on demand side management, which includes, and not limited to:

- Tariff structuring aimed at reducing consumption;
- Constant stakeholders engagement;
- Implementations and enforcement of drought regulation pertaining to the watering of gardens, covering and filling of pools and other non-portable forms of domestic consumption.

Furthermore, it should be noted that, although the City of Windhoek is not responsible for bulk supply of water to the capital city; as a major consumer we are fully prepared to shoulder the responsibility of driving demand side management and augmenting supply through the development of all internal sources. Pursuant to this the City of Windhoek has implemented the following programmes:

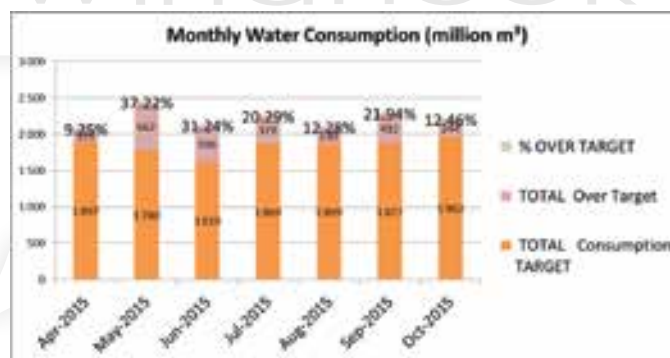
1. Continuous development of the Windhoek Managed Aquifer Recharge Scheme aimed at utilizing underground storage and aquifer reserve to bridge drought period and to raise the yield of the current supply system.
2. Augmentation of potable water supply through the recycling and treatment of domestic wastewater for potable reuse.
3. Reduction in the overall water demand through the production of treated wastewater for irrigation purposes.

4. The development, implementation and enforcement of an intensive Water Demand Management program aimed at all consumers.
5. Intensive joint media campaign aimed at sensitizing end users to value potable water and water demand management measures and guidelines.
6. Continuous patrols around the city to monitor and enforce water saving mechanism at individual and business level especially car washes and construction sites.
7. The City of Windhoek started to disconnect all public lawn including at schools that is being watered with portable water. CoW's lawn even here at the head office is no

longer being watered, that is how serious the water situation is.

It should also be well noted that, the target saving of 25% of water consumption in Windhoek has not been reached, for the month of October we have been 12.5% over the target. It is therefore worth mentioning that in the month of October we consumed less water compared to September, although not within the target.

So it shows that the public understand the water scarcity situation and somehow there is a certain although little, percentage of people taking it seriously.



Therefore let us continue to intensify our water saving mechanism and encourage one another to do what is right in terms of water saving.



COLLECTION OF WATER AND ELECTRICITY METER READINGS DURING THE FESTIVE SEASON

The City of Windhoek is experiencing problems in accessing some properties to take meter readings during the festive season. We would like to inform the clients in the following suburbs of Eros Park, Ludwigsdorf, Klein Windhoek, Olympia, Academia, Pionierspark, Hochland Park, Windhoek North and Windhoek West, that the City of Windhoek will not take readings from the 20th December 2015 until the 15th January 2016 and therefore encourage the clients in this areas to submit their own readings in those periods indicated. All other suburbs not listed above,

their readings will be taken, except for those who know that their properties will be inaccessible during the above mentioned period.

This implies that if readings are not received, the January 2016 statement might reflect estimation for both electricity and water consumption. Clients are however encouraged to submit readings by forwarding them to the following;

- E-mail address: meter.readings@windhoekcc.org.na
- Fax number 290 2301;

- Hand delivers to the Metering Section.
- For further enquiries readings sending reading via sms, kindly contact 2902135; 2902221; 2902213 and 2902566.

By submitting your water and electricity meter readings between the 20th December 2015 and the 15th January 2016, you will then ensure that your December/January statement will reflect the actual charges for both electricity and water consumption. Your cooperation in this regard will be much appreciated.

MUNICIPAL STATEMENTS

Now and then, we are receiving complaints from our clients about late monthly statement that did not reach them. Although there are some other contributing factors to isolated cases, where a client email or postal address has changed and they didn't update it with the City of Windhoek.

Monthly statements are always ready anytime between 25 and 05th of the next month and the last day to settle the account is the 15th of each month. However, if the 15th falls into the weekend or public holiday, the next working day becomes the due date. We however experience situations where clients enquire about their statements during the period of production of new statements. It should also be noted that, our billing system work like this i.e that accounts payable on 15 November are for readings obtained between September and October.

The City of Windhoek introduced account balance sms services which is sent out to all clients around 13,14, 15 due to the fact that during this periods the City of Windhoek is inundated with calls from clients just requesting balances on accounts. The whole aim and objective for this initiative is to provide account balances to clients before they even start requesting for them. This is just a proactive strategy to send the account balances to all clients without them asking, and this should not be viewed as a threat to disconnect services to clients, but in our communication to clients, the sms is usually clear and indicates that if you have paid already please ignore.

compromising the safety of the clients as their physical address is on the statement.

SMS REMINDERS BEFORE DUE DATES

Our offices are experiencing high volumes of calls between the 13th and 15th of every month from clients requesting balances on their accounts. The City of Windhoek took a proactive action to send account balances to clients around the 14th and or on the 15th of the month to clients as a reminder to settle their accounts on the due dates.

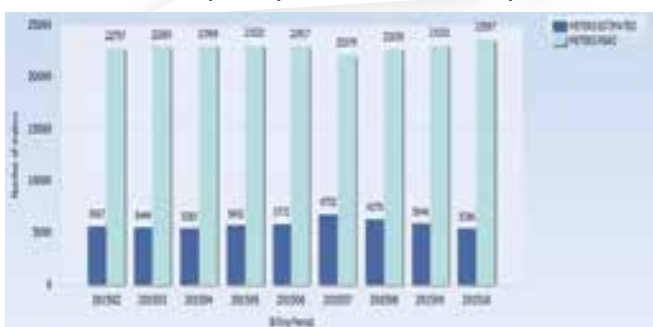
If you receive a sms after you have already paid for that month, please ignore the sms. Please note that you only need a correct account number in order to pay your bill.

WHY REQUESTING FOR AN ID TO ISSUE A DUPLICATE STATEMENT?

Identification is always required on issuing a duplicate statement to avoid clients' statement landing in wrong hands. This is also to avoid

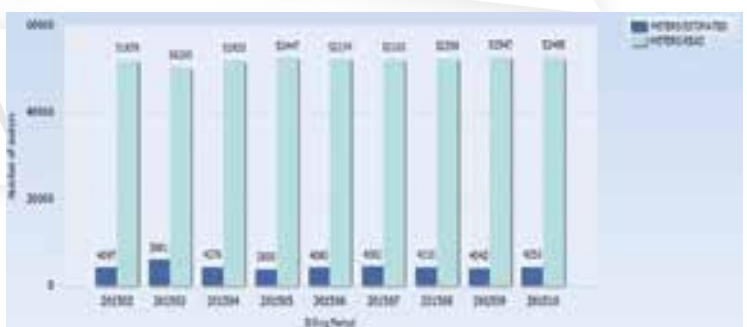
- Duplicate statements are charged N\$ 15.00 plus VAT
- Interest is charged after 30 days.

Please continue to update your details with the City of Windhoek.



Water meters

Out of 56 745 water meters, we have challenges reading 4250 due to different reasons. Some being that these meters are inaccessible or self-readers are not submitting their readings as promised etc. We can confidently confirm that 93% water meters are read.



Electricity Meters

Out of 28 983 electricity meters, we have challenges reading 5386 due to different reasons. Some being that these meters are inaccessible or self-readers are not submitting their readings as promised etc. We can confidently confirm that 81% electricity meters are read.

Inaccessibility can mean that the meter is covered with building material or other objects hindering obtaining the readings. The **dark blue** is meters not read while the **light blue** is meters read.



INTERNATIONAL DAY FOR DISASTER REDUCTION 2015 - "KNOWLEDGE FOR LIFE"

The City of Windhoek celebrated the International Day for Disaster Reduction (IDDR), on 13 October 2015 to:

1. Raise awareness of the use of traditional, indigenous and local knowledge and practices, to complement scientific knowledge in disaster risk management;
2. Highlight approaches for engaging local communities and indigenous peoples in implementing of the Sendai Framework for Disaster Risk Reduction;

In 2014, 19.3 million people were newly displaced by disasters. Disasters, many of which are exacerbated by climate change, have a negative impact on investment in sustainable development. It is also at the local level that capacities need to be strengthened urgently. The Sendai Framework for Disaster Risk Reduction is people-focussed and action-oriented in its approach to disaster risk reduction and applies to the risk of small-scale and large-scale disasters caused by man-made or natural hazards as well as related environmental, technological and biological hazards and risks.

The focus of this year's IDDR is on the traditional, indigenous and local knowledge which complement modern science and add to an individual's and societies' resilience. For example, knowledge of early warning signals in nature can be vital to ensuring early action is taken to mitigate the impact of both slow and fast onset disasters such as droughts, heatwaves, storms and floods. Combined with

scientific knowledge such as reports generated by meteorologists, local knowledge is vital for preparedness and can be passed on from generation to generation. New knowledge and coping strategies are being generated all the time as communities in hazard prone locations work out new ways and means to adapt to disasters and climate risks.

What is Indigenous Knowledge?

Interestingly, there is no standard definition of indigenous knowledge. However, there is a general understanding of what it means. Some people define indigenous knowledge as the local knowledge that is unique to a given culture or society. Some have defined it simply as "local knowledge", while others have expressed it as "folk knowledge", "information base for a society", "traditional wisdom" or, when it applies to the physical environment, as "traditional ecological knowledge".

Regardless of the definition, there is a consensus that various communities, cultures and societies have indigenous knowledge systems. We can define it as the "knowledge acquired over generations by communities as they interact with their environment". It mainly refers to a system of understanding one's environment in the broadest sense.

Indigenous knowledge is the basis for local-level decision making in agriculture, health care, food preparation, education, natural-resource management, and a host of other activities in communities.

The !Nara plant and the Topnaars in Namibia:

The Topnaar people in Namibia are considered one of the most marginalised and remote peoples in the world. The !nara plant is one of the most important bush foods in the Namib Desert, used by the Topnaars for their nutritional, medicinal and agricultural values. A melon-like fruit that has provided a livelihood to these people for generations, the !nara plant is considered to be the foster mother of these people.

However, the !nara is under threat and the !nara fields have decreased. This case study shows that the destruction of indigenous knowledge is not necessarily always from outside the traditional communities alone but is sometimes attributed to the same indigenous communities we are concerned about.

Matjieshuis, an old Nama hut:

The huts, called !haru oms in the Nama language or matjieshuise in Afrikaans, are a dwelling for all seasons. They are cool and well ventilated in the hot summer, and naturally insulated by the rush mats in winter.

In the Richtersveld, they are still used for storage, cooking, as an additional place to sleep, or even to provide accommodation for tourists. As the tradition fades, though, Richtersveld is one of the few places where we can still find them in significant numbers. In a historical moment, the Namas from both South Africa and Namibia joined forces to build Nama huts so as to ensure that this knowledge is not lost.

THE 2015 HYGIENE PROMOTION MONTH

The Council approved annual Health and Hygiene Promotion Month initiative was adopted as intervention aimed at improving conditions at the informal markets was identified. Its focus is ON the intensification of existing health and hygiene promotion efforts targeting these markets. Subsequently, the initiative will be rolled out to formal establishments and identified health and hygiene risk areas for the coming years.

The commemoration of the 2015 Hygiene Promotion Month, held on 21 October 2015 at the Khomasdal Market, in partnership with UNICEF, showcased these efforts, simultaneously informing the residents of the activities running under the Hygiene Promotion Programme. In addition, as part of the technical support provided by UNICEF toward implementing good health and hygiene practices among identified street food vendors in Windhoek, fifty (50) mobile hand washing units were handed over to vendors who had undergone training.

The event targeted all food handlers, more especially, street food vendors who do not

have the required sanitation facilities at their disposal, as they are primarily located in areas which have not been set aside for this purpose by the CoW, i.e. at construction sites.

Furthermore, the platform served as an opportune time to inform the public of the annual commemoration of "Global Hand Washing

Day" which took place on the 15 October 2015; the goal of which was to contribute toward sensitising food handlers and the general public on this event; as well as to raise awareness of the importance of hand washing with soap and water as a prevention method to reduce the incidences of communicable diseases.



Ms. Hlilia Ilkela, 4th Year Environmental Health Science Student assisting during the training session.



Mr. Karl Shitemo, Environmental Health Practitioner facilitating the training session.



Mobile handwashing units were distributed to the trained vendors on the 2 November 2015 in collaboration with Economic Development.



WATER

SAVING TIPS



- Read your water meter weekly, know your consumption.
- Isolate the water supply when leaving your house for weekends / holidays.
- Construct barriers in your garden to retain rainwater.
- Do not plant lawn or water intensive plants during drought conditions.
- Indigenous and hardy plants are recommended.
- Re-use rinse and wash water for your garden to minimize water consumption.
- Toilets consume 27% water at home (Insert water bottles into system)
- Be responsible, do not support an illegal car wash.



 **save
water**
EVERY DROP COUNTS