



# Aloe



Issue 35 • February 2016

City of many faces

## WATER CRISIS REMAINS

Inflow to the dams are insufficient.

Currently no surface water reserves are available for 2017.

**save 30% water**  
Together we make a difference

## THE RECENTLY LAUNCHED URBAN CITY BUSES KICK-START OPERATION



Mr. Clarence Rupingena, Cllr Mathews Amadhila, His Worship the Mayor Muesee Kazapua, Mr. George Mayumbelo, Hon Alexia Manombe-Ncube, and Cllr Hileni Ulumbu

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AND MUCH MORE

20 of the 26 Modern Urban City busses bought as part of the implementation of the Sustainable Urban Transport Master Plan arrived in Windhoek.

The busses are equipped with new features and started being operational on the NEW LINES from the 1st of February 2016. The busses will be operating on the new bus lines as follows:

- Line 1: Siyanda <-> Rocky Crest,
- Line 2: Goreangab <-> CBS (Wernhill),
- Line 3: Otjomuise West <-> UNAM,
- Line 4: Havana <-> Avis,
- Line 5: Siyanda <-> Kleine Kuppe,
- Line 6: Okuryangava <-> UNAM and
- Line 11: Okuryangava <-> Prosperita.



His Worship Mayor Muesee Kazapua, presenting the smart card that will be used by the passengers.

movewindhoek.com.na. Please note that the timetables will be updated regularly as the bus stops are still in a developing stage.

The timetables and the different line information can be downloaded from the following website: www.

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

It gives me, dear residents, a great pleasure to provide you with the first Aloe newsletter edition for 2016. The City remains hopeful that this rainy season may bring us a glimpse of hope in improving our water crises. It should however be noted that one good rainy season may not be enough to quench the dire need for water in our City, but at least, three good rainy seasons may be sufficient in resolving the water crisis for now. However, a long term solution remains the most important step in addressing the water crisis for good.

The City gives credit to our residents for having managed to heed the call to save water, as up to 15% water saving percentages were reached towards the end of last year. Given the above scenario, a clarion call is directed to all of us to be vigilant in our daily usage of water. Namibia is an arid country and it should therefore become a common practice for us all to be cautious in our water usage. Further, the water challenge is compounded by the threats posed by the global warming phenomena that is not making it any easier for Windhoek residents and for Namibians in general, to live a relaxed life. These challenges are, amongst others, the inevitable threat of dwindling fresh water sources and the escalating food prices due to drought. With that reality at our doorsteps, there is a need for our water usage patterns to be re-adjusted so as to tie in well with the pressing moments that require us all to use water economically.

As per further readings in this Aloe edition, the City had to increase the water tariffs, as the main supplier of water to Windhoek, which is Namwater, had already increased its water rates as early as last year, while the City was operating at a loss. Finding ourselves in such a precarious situation, the City's leadership was left with no option but to adjust the rates, for the sake of recovering costs and to break even. It is important for the residents

## EMERGENCY TELEPHONE NUMBERS

**Headquarters Fire Station**  
 21 1111  
**Maxuilili Fire Station**  
 21 2265  
**Diaz Street Fire Station**  
 250 084 / 250 446

 **State Hospitals**  
 203 9111

 **Namibian Police**  
 10 111  
 061 209 43 47 (OPS)

 **City Police**  
**Emergency Number**  
 302 302 (Toll Free)  
 290 2239  
 290 2454/3/4/18 (All Hours)  
 SMS 4444

 **Electricity Failures**  
 290 2452/3  
 222 658 (After Hours)  
 290 2454 (All Hours)

 **Water and Sewerage**  
 290 2402 (After Hours)

**City Traffic Management Services**  
 290 2722 / 258 473

**Lifeline Counselling Service**  
 232 221 / 226 889

**Protection**  
 209 5375

**Rescue**  
 911 222 255

**Municipality Fraud Hotline**  
 290 3000

### Emergency Armed Response

**Homestar:** 061 22 55 21  
**G4S:** 08193111  
**Tephcor:** 061 22 88 93  
**Namibia Alarms:** 061 244 391  
**Impala:** 0812380677  
**Vigo Emergency:** 061 22 8383  
**Vigo Emergency:** 061 10111

to know that the City is not profit driven in all its operations and that revenues generated by the City are reinvested in the infrastructures and in the provision of services to the residents. Currently the City does not receive any government subsidy and, given the limited financial resources at the City of Windhoek's disposal, this hampers our ability to render

services efficiently and to be able to extend services to the newly created townships in the new municipal boundaries. Hence, it remains the principle duty of our residents to ensure timely payment of municipal bills and to inculcate a positive culture of paying bills on time so as to ensure that the City continues to render uninterrupted municipal services.

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](mailto:communication@windhoekcc.org.na) or via post at PO Box 59, Windhoek, or visit our website for more information at [www.cityofwindhoek.org.na](http://www.cityofwindhoek.org.na)

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Additional future developments will include amongst other; the introduction of line 8 and 12, more drivers for frequent service delivery. Cash payments in busses are anticipated to be phased out towards the 1st March 2016 and smart cards will be introduced. Smart Cards can be purchased at; City Head Office, Katutura Customer Care, Khomasdal Customer, and Wanaheda Customer Care.

The Sustainable Urban Transport Master Plan, consist of three tiers:

- The public transport via buses; as per new modern buses
- Trains; as per envisaged electric trains and
- Non-motorised transport; to integrate pedestrian walk ways & bicycle lanes on City roads.

Strategic Executive for Community Services, Mr. George Mayumbelo, recently shared his thoughts on how

frightening it is for able bodied pedestrians to cross the roads in our City, and that a mind shift in the designs of roads is needed in order to accommodate cyclists, bus lanes and pedestrian walkways. Plans are also underway as a pilot phase to convert the Monte Cristo road into the first road in the City that will accommodate non-motorised facilities and that N\$10 million, has already been committed by government to this exercise. The road will have bicycle lanes and pedestrian walkways.



## CITY OF BREMEN OFFICIALS PAY A COURTESY CALL TO THE MAYOR'S OFFICE



*Ms. Silke Goethe, Development Cooperation of the City of Bremen; His Worship Mayor Muesee Kazapua; Ms. Katherine Gerhardt of GIZ Bremen and Mr. Chris Eita, Manager: Mayoral Support and International Relations.*

The two official delegates from the City of Bremen in Germany paid a courtesy call to the office of the mayor of the City of Windhoek, on Friday 5th February 2016.

The delegation expressed enthusiasm in identified areas of mutual cooperation, especially in the field of vocational training, and expressed an interest in establishing ties with vocational centres that are located in Windhoek.

Further the delegation showed reflected an interest in having an official that could be attached to the city in order to assist with expertise pertaining to SME development in the areas of backyard mechanics.

His Worship the Mayor shared with the official about impeding realities from global warming that have an impact on developing economies. He also indicated that communities would have to be educated on these

calamities and further expressed that the City has a theme, "catch them young" aimed at educating the young while early.

He was therefore happy to receive one's experts from Germany that could educate our youth so that they could inculcate knowledge that will help them overcome and find solutions to the challenges posed by global warming.

### JUST TIPS TO KNOW...

- The maintenance of vegetation on a sidewalk fronting a property, whether cultivated or invasive, remains the responsibility of that property owner or tenant. The property owners should be responsible for keeping their sidewalks next to their properties clean.
- For water meter self-reading send information to E-mail: [Meter.Readings@windhoekcc.org.na](mailto:Meter.Readings@windhoekcc.org.na)

## CITY TO INCREASE WATER TARIFFS FOR THE PURPOSE OF COST RECOVERY ON WATER CONSUMPTION.



Image for illustration purposes only.

The City of Windhoek had to increase the water tariffs in order to charge cost reflective tariffs on water consumption. Upon gazetting of the tariffs towards mid February 2016, the City will start charging higher tariffs as currently being charged.

Currently the City charges N\$13.86m<sup>3</sup> to the residents whereas Namwater charge the City N\$15.45m<sup>3</sup>. This will bring about N\$1.59m<sup>3</sup> or 11.47% increase for residential clients.

Brakwater clients will also pay a cost reflective tariff from current N\$18.00m<sup>3</sup>

to N\$20.44m<sup>3</sup>.

Sport fields in the City still using potable water will be paying N\$17.77m<sup>3</sup>, VAT included, and not the current tariff of N\$4.55m<sup>3</sup>. The reason behind this is because the City cannot pay Namwater for potable water at N\$17.77m<sup>3</sup> and allow sport clubs to pay a very low N\$4.55 m<sup>3</sup>.

Operational cost to produce irrigation water is N\$5.00m<sup>3</sup> and clients using this water source are paying N\$3.86m<sup>3</sup>. This tariff is also recommended for adjustment from N\$3.86m<sup>3</sup> to N\$5.00m<sup>3</sup>.

## WINDHOEK MANAGED AQUIFER RECHARGE SCHEME (WMARS) AIMED TO AUGMENT LONG-TERM SUSTAINABLE WATER SUPPLY CAPACITY

The City has put in place an emergency water supply project that forms part of the City of Windhoek initiative started in 2015 to accelerate the implementation of the Windhoek Managed Aquifer Recharge Scheme (WMARS) to its full design potential. The primary objective of the WMARS is to increase the internal long-term sustainable water supply capacity of the City of Windhoek (CoW) by injecting water into an aquifer during times of high rainfall and abstract it under controlled conditions during times of drought. The aquifer allows for long term safekeeping of water with limited losses (approximately 5%) compared to conventional dams with losses up to 50%.

Given the limited available supply on the side of NamWater the City of Windhoek in 2015 decided to explore any and all avenues within their control to augment supply in the event of an emergency when the supply system on the side of NamWater fails i.e. dams run dry. The aquifer was considered the most viable source, albeit only an emergency supply, but it is essential that the capacity be established to access this water in

the shortest possible time span given the remaining supply on the side of NamWater of less than 1 year (worst case scenario). As a result an intensive programme was launched from the side of the City to initiate a number of projects aimed at accessing the aquifer and linking this source to the City of Windhoek supply network.

The City has currently a number of projects running concurrently, most prominent of which is:

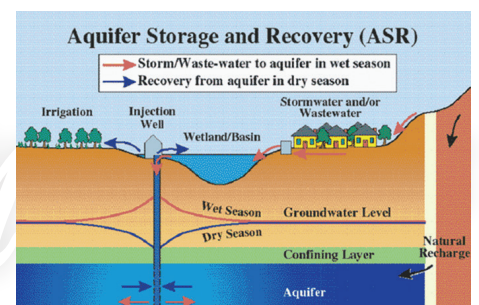
- The drilling of 12 additional deep well boreholes at an approximate cost of N\$ 90 million.
- The second is the construction of a collector pipelines from boreholes to the south and the east of the City which is currently under way at a cost of N\$ 35 million.
- The first part of the project, which is the pipeline from the southern boreholes, was completed in September 2015 and the second part is due for completion in September 2017.

Despite the emergency nature of the current projects it is also important to note that the implementation does

form part of the longer term strategy for developing the Windhoek Aquifer under the WMARS program. The City's leadership has prioritised the emergency water supply project to connect more boreholes to the water supply network. It should be noted that despite these efforts the water saving measure by the City's residents are still necessary as the aquifers depend on the water recharge as per rain season yields.



Water pipes at the construction side in Avis for potable water from boreholes.



How an Aquifer Storage (Recharge) system works.

# CITY COUNCIL CONVENES FOR THE FIRST COUNCIL MEETING FOR 2016 CALENDAR YEAR.



*City councillors at the first council meeting for 2016, (L-R) in the photo: Management Committee Chairperson Cllr Mathews J Amadhila, His Worship Mayor Muesee Kazapua, Acting Chief Executive Officer Mr. Fillemon Hambuda, Cllr Brunhilde Cornelius and Cllr Joseph Kawandenge.*

His Worship Mayor Muesee Kazapua in his Council speech urged Councillors to ready themselves for the year ahead and to face it with vigour and determination, in the pursuit for workable solutions to problems being experienced by the City's residents. Amongst the Councillors were new Councillors, who attended the monthly ordinary Council meeting for the first time since their swearing-in ceremony on the 4th December 2015.

The Mayor reminded Council members of the Council's crucial mandate to serve the interest of all the residents of Windhoek well, irrespective of political orientations, and to further enhance the quality of life of all city residents.

The Mayor further stressed that cooperation and support from the City of Windhoek officials is of utmost importance, because, without their cooperation and support, the Council's effort alone will be in vain.

The Mayoral Agenda is due to be tabled soon and will spell out what Council would like to achieve during the year 2016.

The Mayoral Agenda will then serve as the Councillors' guide, as the leadership tackles projects that are

geared to make a positive impact in the lives of the city's residents. Apart from the Mayoral Annual Agenda 2016, the Mayor during his acceptance speech following his re-election as the Mayor, on 4th December last year, committed the City Council to a six (6) month Priority Action Plan which cover the following areas that require immediate attention:

- Five (5) Year Strategic Plan 2016-2020
- Restructuring of the Department of Urban Planning and Property Management
- Clean City Initiatives
- Adoption of a Customer Experience Charter
- Implementation of the Performance Management System (PMS)
- Implementation of Smart City Solutions
- Establish a Mayoral Development Fund
- Develop City's Master Plan

His Worship Mayor Kazapua, highlighted further on the Local Authorities developmental agenda, that the City of Windhoek had been accorded an opportunity to express its views on the Local Authorities Act Amendment Bill 12 of 2015.

Although the Bill was circulated late

to the City Council; the Council had managed to submit the City of Windhoek's comments on the proposed amendments.

His Worship the Mayor, reiterated that, given more than two decades of democratic local governance in Namibia, progress has been made with respect to growth and autonomy of Local Authorities.

Hence, the proposed amendments impact negatively, and in a profound manner, on the goals of our Constitution and the stated ideals of devolution of power through decentralization, the principles of accountability and democratic governance. It is worth noting further that the adoption of the Decentralization Policy demonstrates our national commitment to realizing the aspirations of bringing Government closer to the people, elaborated the Mayor.

In its current state, the Bill undermines the said principles and does not enhance the desired autonomy and participatory governance. Democracy is sustained and entrenched when people are capacitated to make decisions at their own level, the Mayor elaborated.



### SOLID WASTE MANAGEMENT MAYORAL PROGRAM PUBLIC AWARENESS & CLEAN-UP CAMPAIGNS PROGRAM 2016

#### Mayoral Clean-Up Campaign's

Constituency	Date
John Pandeni (Soweto)	06/02/16
Windhoek Rural (Dordabis)	05/03/16
Katutura Central (Single-quarters)	02/04/16
Windhoek Rural (Groot Aub)	07/05/16
Khomasdal North (7&8) De laan	04/06/16
Tobias Hayinyeko (Okuryangava)	02/07/16



#### School Education Program

Primary and Secondary Schools, first quarter: 2016 Information Sessions, Recycling & Clean-up Campaigns
1. A Shipena Secondary School
2. Moses vd Byl Primary School
3. Al Steenkamp Primary School
4. People's Primary School
5. Zanele Mbeki Primary School
6. Dordabis Primary School
7. Bloukrans Primary School
8. Theo Katjimune Primary School
9. St Barnabas Primary School
10. Jacob Marengo Secondary School
11. Bethold Himumuine Primary School
12. Groot Aub junior Secondary School
13. Otjomuise Primary School
14. Otjomuise 8ste Laan Primary School
15. Michelle McLean Primary School
16. Dr. Frans Aupa Indongo Primary School
17. Tobias Hainyeko Primary School
18. Amazing kids Private School
19. Ella du Plessis Secondary School
20. Khomas High School
21. Cimbebasia Primary School

#### Tertiary Education Program

Institution	Venue
Unam	Academia
Polytechnic	Windhoek West
Kayec	Wanaheda
VTC	Khomsdal

#### RNF School Recycling Competition

All Nations Christian Primary	Al Steenkamp Primary School
Khomastura Project	People's Primary School
Combretum Trust	A Shipena Senior Secondary School
Convent of the Holy Cross	Augustineum Secondary School
Physically Active Youth (PAY)	Goreangab Junior Secondary School
Hage G. Geingob High School	Jan Jonker Afrikaner Secondary School
Khomas High School	Dagbreek School
Barnabas Primary School	Hillside Primary School
St Pauls College	ST Georges Diocesan School
Waldorf School	ST Georges Diocesan Primary School
Windhoek Gymnasium	Welwitchia Private School
Windhoek High School	Emma Hoogenhoud School
Namutuni Senior Primary School	Pionierspark Primary School
Immanuel Shifidi Secondary School	Van Rhyn School
Moses vd Byl Primary School	Jan Mohr Secondary School
Dorado Pre-Primary	Rocky Crest



#### Public awareness and Community Engagement

Date and Time	Area
23/01/2016	Soweto
20/02/2016	Dordabis
27/02/2016	Dordabis
12/03/2016	Single-quarters
26/03/2016	Single-quarters
16/04/2016	Groot Aub
23/04/2016	Groot Aub
21/05/2016	7 & 8 De Laan
28/05/2016	7 & 8 De Laan
18/06/2016	Tobias Hayinyeko
25/06/2016	Tobias Hayinyeko

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# WATER CRISIS!

In the current Water Crisis a 30% reduction in the overall water demand of Windhoek is crucial.

- Watering of gardens is restricted to trees, shrubs and perennials once every second week. **Watering of lawns, flowers, vegetables, etc. is strictly prohibited;**
- **No washing of vehicles at home (not even using a bucket).** Please use certified car washes;
- **No watering of public parks & sport fields,** unless done from a semi-purified connection;
- Pool covers are mandatory, **no filling or topping up of private pools from a Municipal connection;**
- **No water features, fountains, ponds, etc.** are to be operated and/or filled;
- Households are expected to **reduce consumption by 50% i.e. no more than 150 l/p/d** – monitor your water meter daily.

Full Water Crisis requirements in the City of Windhoek Drought Response Plan - available from [www.cityofwindhoek.org.na](http://www.cityofwindhoek.org.na)

We count on the unwavering support of all our residents

