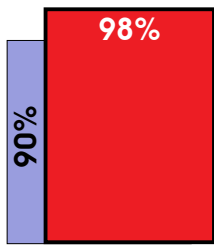


WATER ALERT

Windhoek's water consumption is alarming. During this summer extra caution to save water is required.



22 October 2018

Allowance 90% (471278 m³)

Consumption 98%



This weekly water watch is available at www.windhoekcc.org.na

WE NEED TO SAVE WATER!

WINDHOEK UNVEIL CUTTING EDGE HEALTH CARE RISK WASTE TREATMENT FACILITY



At the unveiling of the Medical Health Care Risk Waste Treatment Facility: His Excellency, Dr. Nangolo Mbumba, Vice President of the Republic of Namibia (2nd right) City of Windhoek, His Worship Mayor Muesee Kazapua, and Governor of the Khomas Region Hon Laura McLeod-Katjirua.

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WINDHOEK CELEBRATED 50TH ANNIVERSARY OF WATER PURIFICATION

WHY WATER MANAGEMENT?

Thursday, 11th October 2018 marked another important day in the history of the City of Windhoek when its newly established Health Care Risk Waste Treatment Facility was inaugurated by His Excellency, Dr. Nangolo Mbumba, Vice President of the Republic of Namibia.

At the unveiling ceremony, Vice President, His Excellency Dr Mbumba, in complementing the City, urged that chemical medical waste cannot just be allowed to penetrate the soil, and called upon neighbouring constituency regions such as Otjozondjupa, Hardap, Omaheke to make use of the medical waste treatment facility. His Excellency Dr Mbumba, in reference to the investment committed to developing the facility, indicated that it is time for African countries to invest in soft infrastructure that will further propel

economic growth, and that the facility availed will ensure that waste is properly organised and disposed off. While Governor of the Khomas Region Hon Laura McLeod-Katjirua, at the occasion thanked the driving force that was behind the development of the healthcare waste treatment facility and urged for a continuation of the similar momentum needed in developing the City of Windhoek to greater heights.

Speaking at the same occasion, Mayor of the City of Windhoek, His Worship Muesee Kazapua said that the facility will not only be able to manage waste within the City's boundaries but also will render assistance to surrounding towns namely Gobabis, Okahandja and Rehoboth with regards to medical waste treatment. City of Windhoek's Chief: Solid Waste

Continue on Page 3



Editor's Desk



Harold Ndevamona Akwenye

Manager: Corporate Communications, Marketing & Public Participation

Esteemed residents and clients of the City of Windhoek, I am delighted to welcome you to the second last edition of 2018.

Council is committed to becoming a SMART and Caring City by 2022. Testimony to this is the recent inauguration of the N\$70 million state-of-the-art and first of its kind Health Care Risk Waste Treatment Facility in the country, that will take care of the medical waste that currently stands at about 1 450 plus tonnes per annum. Establishment of this type of facilities is an assurance that the Council is steering in the right direction to improve service delivery in responding to the needs of its growing city.

Another exciting milestone in the efforts to ensure the improved well-being of our residents is the official commemoration of the health and hygiene month that highlighted the importance of practising and sustaining good personal and environmental hygiene practices through washing our hands with soap at critical times under the theme "Clean Hands – A Recipe for Health". The event was commemorated in Goreangab extension 3, one of the epicentres of Hepatitis E, when it was declared in December 2017.

Unfortunately, after almost a year of concerted efforts from various stakeholders to contain the spread of the virus, the cases are still on the increase meaning a lot still need to be done to eliminate the spread of this water-borne disease.

THE WINDHOEK JAZZ FESTIVAL
3 November 2018

independence stadium
N\$250 at computicket
N\$300 at the gate
gates open at 15h00

The SOI

ZONKE

WINDHOEK JAZZ FESTIVAL
WWW.WINDHOEKJAZZFESTIVAL.COM.NA

FOOD AND DRINKS AVAILABLE AT THE VENUE | EMPTY COOLBOXES ONLY

Lize Ehlers | **elimoto** | **SUZIE GISES** | **PERCEVAL PANGEST** | **SIGABA JAZZ BAND** | **Sedney HAUFINKU** | **Damas FUSION** | **Catarina DUARTE**

Standard Bank | GLENEVET | adforce NAMIBIA | Air Namibia | OZ

NO ALCOHOL TO BE SOLD TO PERSONS UNDER THE AGE OF 18

Our challenge, especially in the informal settlements areas are inadequate sanitation facilities that are coupled with continuous vandalism of the facilities such as communal taps, toilets and blocked sewer lines.

On water demand management front, you are once again reminded that we have recorded high water consumption in the past weeks, and the 10% required water savings for Windhoek has not been realised thus far. We should, therefore, work together to ensure that water is saved through proper monitoring of our water usage. While we remain hopeful for a

The Aloe is produced by the Corporate Communications, Marketing & Public Participation 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

promising rainy season.

As we gear down towards the end of the year, the City of Windhoek is once again ready to bring you memorable entertainment through the 2018 Windhoek Jazz Festival come Saturday, 03rd November 2018, at the Independence Stadium. Guarantee your seat at this year's festival, by buying the ticket from Computicket outlets in all Checkers and Shoprite countrywide for N\$250 only or N\$300 at the gate.

Until then, enjoy the highlights of this edition!

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Continued from Page 1

Management, Mr. Friedrich Koujo, assured that the technology deployed in the plant, will be put to good use, and that the personnel to operate the plant have undergone training, and further support will be rendered by Bontech, a USA based company that provided the technical know-how in the development of the plant.

The N\$70 million state-of-the-art facility was constructed after research conducted during the formulation of the City's Solid Waste Management Policy revealed a gap in the treatment of medical waste in the City. The only

available facility has been the Katutura Hospital Incinerator. The new Health Care Risk Waste Treatment Facility will cater for the increased volumes of medical waste that currently stands at 1,450 plus tonnes per annum generated by medical health practitioners, pharmacies, veterinary services, blood transfusion services, hospitals, and other services that are associated with medical care.

The State-of-art facility was designed following consultations, with and inputs from the generators of medical waste. It is equipped with state of the art technologies, carefully chosen to be

able to sustainably treat most of the medical waste generated in Windhoek. The facility consists of two methods of medical waste disposal; autoclave technology that does not emit any emissions and the combustible facility. The autoclave part of the facility will cater for about 15% medical chemical waste, that includes some waste that are radioactive, while 85% of the general medical waste will be treated by the combustible incinerator of the facility. Mr. Koujo assured that the facility will combust waste properly with no impact on the environment, and or the health wellbeing of the residents of the nearby suburbs of Katutura and Khomasdal.



Auto Clave Section of the Health Care Risk Waste Facility.



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.

This communiqué is to inform all the City of Windhoek clients that, CoW will not take readings from the 17th of December 2018 until the 14th of January 2019.

This implies that the January 2019 statement might reflect estimated charges if you don't submit your readings during the above-stated

period for both electricity and water consumption.

Clients are however encouraged to register and submit readings via sms.

For further enquiries on sending readings via sms, kindly contact 2902031; 2902022; 2902303; 2902135; 2902221; 2902213 and 2902566.

By submitting your water and electricity meter readings between

the 17th December 2018 and the 14th January 2019, you will then ensure that your December / January statement reflects the actual charges for both electricity and water consumption.

Your cooperation in this regard will be much appreciated.

The City of Windhoek remains committed to deliver effective and efficient municipal services, thereby enhancing the quality of life of all our people.



2018 HEALTH AND HYGIENE PROMOTION MONTH COMMEMORATED AT GOREANGAB DAM



Honourable Loide Kaiyamo, Deputy Chairperson of Healthy Cities Steering Committee and Ms Judy Matjila representing UNICEF, demonstrating to the public the correct procedures of washing hands with soap and water.

On Thursday, 18 October 2018, The City of Windhoek, UNICEF, the Namibia Red Cross Society, World Health Organisation and other stakeholders have once more joined hands in the commemoration of Global Hand Washing Day at Green Mountain Spot Soccer field in Goreangab Extension 3, under the theme "Clean hands - A recipe for health". The City is currently battling with the outbreak of Hepatitis E especially in the informal settlements, and the event was used as a platform to re-emphasise the importance of hand-washing with soap and water as the primary and most effective barrier to curb the spread of Hepatitis E and other communicable diseases in the community.

Speaking at the occasion, Councillor Loide Kaiyamo, the Deputy Chairperson of the City of Windhoek Healthy Cities Steering Committee emphasised the importance of practising and sustaining good personal and environmental hygiene practices in order to eliminate and reduce the spread of infections and diseases. Stating that the theme "Clean Hands - A Recipe for Health" is befitting because it reminds us to make handwashing with soap a part of every meal and at critical times especially before eating, cooking or after visiting the toilet. She further added that despite interventions employed to contain the Hepatitis E outbreak the cases are still increasing, showing that

there is a need to intensify provision of essential municipal services such as water and sanitation, and create awareness on the importance of hand washing with soap and water.

This year, the City of Windhoek introduced a competition in all food handling markets as an effort to encourage vendors to practise good hygiene and improve in keeping their markets clean always. Okahandja Park Market emerged as the winner of the 2018 City of Windhoek cleanest market and won amongst others a revolving trophy, nets (for covering food) aprons and tongs to aid to the efforts made towards promoting health and hygiene practices among





food traders. The vendors were encouraged to intensify cleaning their markets and look beyond the mere winning but to strive towards trading in clean and safe environments, where possible disease outbreak will be minimised or eliminated.

Speaking at the same occasion on behalf of UNICEF, Ms Judy Matjila, Chief of Communication applauded the City of Windhoek for recognising the important socio-economic role of food vending and for working with food vendors in promoting good hygiene

practices, among themselves and their valued customers. She however cautioned that, as cities and towns grows the demand for essential services for health living increases, and so do threats to health, especially among families with limited resource who grapple with inadequate sanitation, limited refuse collection, pollution from congested traffic and families accessing water from untreated sources. These challenges therefore call for concerted efforts by all stakeholders to ensure good hygiene practices.

We would like to thank the following stakeholders for their technical, financial and material support that enabled the commemoration of the Health and Hygiene Promotion Month a success: CoW Healthy Cities Steering Committee Members, UNICEF, Namibia Red Cross Society, CDC-Namibia, WHO, Namibia University of Science and Technology, Welwithia University and Coca-Cola Namibia.

The event was well attended by the public particularly residents of Goreangab and Havana.



Thank you for your efforts.... Honourable Loide Kaiyamo, Deputy Chairperson of Healthy Cities Steering Committee and Ms Judy Matjila representing UNICEF pictured with Augustus Shinana, Elja Tashiya, Maria Kondo and Martha Nehale Okahandja Park Market Committee



Members of the public listening to various speakers during the commemoration of global hand washing day.

CITY WON GOLD AS BEST OVERALL INDOOR EXHIBITOR, AT THE ANNUAL WINDHOEK INDUSTRIAL AND AGRICULTURAL SHOW 2018



City employees exhibiting and displaying the awarded Gold Certificate (L-R): Ms. Stephne Naomas, Ms. Frieda Kanyeumbo, Ms. Beauty Boois, and Ms. Latoya Pienaar.

The City of Windhoek exhibition stand received gold accolades as best overall Indoor Exhibitor at the Annual Windhoek, Industrial, and Agricultural Show 2018, with the recently received gold certificate recognition handed over during the awarding ceremony.

Recognising the efforts made by exhibitors is important in pushing up the standard of exhibiting and also improving the level and standard of services being exhibited.

The Exhibition Stand of the City is managed under the Division of Corporate Communication, Marketing and Public Participation, under the Marketing Section, and strive to exhibit

all City of Windhoek services under one platform.

Beaming with excitement, Corporate Marketing Officer, Ms. Frieda Kanyeumbo, echoed sentiments equally shared by the Section Head Marketing Ms. Fortune Nanus, as they thanked all staff members for their support and cooperation, that ensured that City stand is attended to at all time, and that customers received the best attention at the stand, the marketing team is looking forward for yet another success next year and to ensure that come next year an excellent City stand is well set up at the Windhoek Show 2019 and other local trade fairs.





SELF-READING (SMS)

This service allows you to submit your monthly water/electricity meter reading via SMS. Below is the information on how to register and submit your reading.

1. Registration is a once off procedure

You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269600. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

Your SMS should look like this: **EXAMPLE**
mreg (space) accountNo*statementKey → send to 269600



The Account Number and Statement Key can be found on your monthly statement at the [indicated position on the statement where the key is found]. Please note only the Statement Key on the latest statement will be accepted.

Send To: 269600
mreg 1282865*JUMBQ6AIH1

Send To: 269600
mreg 282865*JUMBQ6AIH1

WHERE TO FIND THE STATEMENT KEY ON YOUR STATEMENT

Statement Key	JUMBQ6AIH1
New Acc No.	12828155
Used No.	282865

2. Reading Submission

Once your cell phone number is registered to an Account, you are eligible to submit your monthly reading by sending an SMS to 269600. Send separate SMSes for water & electricity readings.

Your SMS should look like this: **EXAMPLE**
mread (space) meterNo*reading → send to 269600



Send To: 269600
mread XYZ123*1000

The Meter Number will be indicated on your statement. The reading to submit must be collected from your meter at home. Please note that only one reading per month will be accepted. **Send 2 (two) SMS readings separately per month, one (1) for electricity and one for (1) water. If you have multiple meters each meter's reading must be send separately.**

How to read your electricity meter: Read only the 5 white digits

How to take your water reading: Read only the first 4 black digits

NB: A FEE OF N\$1.00 WILL BE CHARGED PER SMS. READINGS TO BE TAKEN AND SUBMITTED BETWEEN 20TH AND 31ST OF EVERY MONTH. E-MAIL SELF-READINGS AND FAX READINGS WILL NOT BE ACCEPTED

WINDHOEK CELEBRATED 50TH ANNIVERSARY OF WATER PURIFICATION



The City of Windhoek and Wingoc celebrated 50th anniversary of Direct Potable Reuse in Namibia. The main event took place at the City of Windhoek Head Office from 18-19 October 2018, under the theme "Direct Potable Reclamation With A Clean Bill".

Driven by continuous water scarcity and exceptional challenges in term of supply, City of Windhoek innovatively took the bold step to introduce purified sewage effluent into our drinking water system way back in 1968. Over the years, this unconventional supply source has gone through various stages of refinery and maintained as an important source of supply to the ever-growing city.

50 years later, Windhoek is regarded as one of the world leaders in Direct Potable Reclamation (DPR) and remains one of the only places in the world where this is practiced on a significant scale and continuous basis to supply the residents of the city with drinking water.

The event offered a review of the development of Direct Potable Reclamation over 50 years'

period successes and challenges along the way. A special session focused on the current developments and future of Direct Potable Reclamation not only in Namibia but also globally.

The celebratory event was attended by global experts from Australia, Asia, Europe and the USA who shared their views and knowledge on

direct potable reclamation, current and future operations strategies in their countries.

Being one of the world leaders in this industry, we are extremely excited to have shared our achievement with the world as well as learn about the global overview on the status of direct potable reuse.



Sharing global views on direct potable reuse... L-R: are Ian Law who spoke on Australian context; Mr Josef Lahnsteiner spoke on Asian context; Yvan Poussade spoke on European context, Louis Koen who spoke on Namibian context, and Mr Ben Stanford (not in the picture) who spoke on North America context.





WHY WATER MANAGEMENT?

Part of good housekeeping requires that each consumer knows and understands where and how his water is consumed. The ignorance related to poor housekeeping, of which water management is an essential part, could eventually result in financial challenges for consumers sooner or later.

In Namibia where water is very limited, the water consumers often forget the hardship of not having water. Thanks to modern water supply infrastructure and the authorities' commitment, the direct effect of droughts has been reduced for the consumer, by providing sustainable supply of water. It seems that consumers have somehow lost the sense of reality that sufficient water supply remains a challenge. Some consumers want to claim their human rights and threaten authorities with legal actions in the event of a shortage of water supply, or a temporary supply interruption. The Namibian community should realise that a right, first of all, requires that you adhere to your responsibilities.

The social responsibility of the consumers to manage their water infrastructure at home is indeed the prerequisite to the right to obtain water. The lack of proper water management does not only have an adverse effect to individual consumers but it also put pressure on our available

water resources, our water infrastructure and the overall economy of Namibia.

Poor water management results in an estimated consumption and cost increase between 30% and 50% for water for the Namibian household.

These costs and water losses can be reduced effectively by 30%, simply by implementing better water management concepts. 90% of the water losses from water leaks and undue consumption can be attributed to poor water management. Early water loss identification generally saves more water than the cost to repair the defect.

Poor water management and water losses contributes to the challenge that NamWater and other relevant water supply authorities have to find w30% to 50% more water than required, in order to provide sustainable water supply to their customers at large.

What is required of a good water management system?

1. To read the water meter and calculate the consumption at least weekly. In this way high consumption peaks can be identified early enough to investigate and locate leaks before the water losses contribute to increased financial pressure. (Daily readings are required

for large buildings or when a high operating consumption or system failure has to be identified.)

2. To know the location of your water reticulation system and to know the water consumption pattern for the various activities for which water is used. For example: How much water is used on a washing day? How much water does the wash machines require for each wash load? This helps to identify water losses and undue consumption.
3. To know at least two reputable plumbers who may be able to help during a water leak occurrence. A general plumber to repair identified defects and a skilled plumber with the right equipment to locate hidden and repair complicated leaks.

Additional benefits of good water management would be that the measurements can reflect the reduced volumes of water saved from any effort made, for investing in- or implementing water efficiency processes. (Expected water to be saved by implementing water efficient systems; $\pm 40\%$)

The water meter is the consumer's best friend. If you are willing to read the information it provides, the water meter is the most valuable tool for effective water management.

City of Windhoek





ENFORCEMENT OF REGULATIONS RELATED TO WATER CONSERVATION



The Gateway to Endless Opportunities

THE SWIMMING POOL MANAGEMENT:

1. A covered, well-managed and maintained pool consumes hardly any water. (1 to 5 cm per week depending on the cover type)
2. Only during the time of use water is lost by splashing and evaporation. (Close the pool when not in use)
3. Open pools may experience up to 5 cm evaporation loss in a day, during unsuitable conditions.
4. Attend to leaks immediately and contact your pool agent for support. (pool leaks can be complicated)
5. Install a pressure gauge to monitor the pump filtration strain, to minimise backwash activities.
6. For pools with sand filters were backwash is required, use a backwash settling tank, to recover water.
7. Cartridge filters may be a good alternative as no backwash would be required.
8. A well-managed and covered pool needs less energy, water and chemical and requires less maintenance.
9. Install a 5 kl rain tank to collect water for filling the pool. Consider to divert the gutter to the pool.
10. A black plastic foil would serve to cover the pool. Shade-net would protect the plastic foil and may secure it.

BE RESPONSIBLE AND REDUCE THE COST TO MANAGE THE POOL BY CLOSING IT IF NOT IN USE. SAVE WATER, WE HAVE A DROUGHT.



KEEP YOUR SWIMMING POOL COVERED WHEN NOT IN USE TO REDUCE WATER EVAPORATION RATE AND SAVING ON REFILLING COSTS.

SAVE 10% WATER

Consult the Water Management Plan at <http://www.windhoekcc.org.na>
Report Municipal water leaks to; Tel: 290-2402 /-2162