



# Aloe

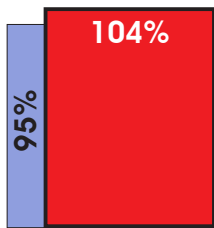


Issue 61 • September 2018

The Gateway to Endless Opportunities

## WATER ALERT

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



24 September 2018

Allowance 95% (482970 m<sup>3</sup>)

Consumption 104%



This weekly water watch is available at [www.windhoekcc.org.na](http://www.windhoekcc.org.na)

**WE NEED TO SAVE WATER!**

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## COUNCIL CAUTION THE PUBLIC AGAINST ILLEGAL ELECTRICITY CONNECTIONS: SAVE LIFE - SAY NO TO ILLEGAL ELECTRICITY CONNECTIONS.



For illustration purposes only.

The City of Windhoek would like to caution the public against illegal electricity connections and hereby urge the public on the safe use of electricity in Windhoek. Almost every year, innocent lives are lost as a consequence of the unsafe use of electricity, particularly in the form of illegal connections. As a City, we believe that one injury or fatality as a result of the unsafe use of electricity is "one too many" especially considering the fact that it can be prevented.

In the past six (6) years, the City of Windhoek recorded six (6) electrocution related fatalities and all of them are due to human contact with unsafe illegal power connections extended illegally to areas without electricity (mostly informal settlements); by those that have legal and safe connections from the City of Windhoek.

This practice is not only dangerous for the individual making the illegal connection but also places the whole community at risk especially the vulnerable member such as the children that are exposed to this dangerous unsafe wires whilst playing outdoor. Illegal connections equally draw too much electricity from the grid, causing prolonged power failures to paying customers not involved in this dangerous practice resulting in damages to the City Electrical equipment.

The City had in the past removed illegal connections in those areas but the communities immediately reinstate them within hours after removal by the City. During the said operations, the community members are usually very aggressive and hostile toward the City team thus having them usually accompanied by the City

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# Editor's Desk



## Harold Ndevamona Akwenye

Manager: Corporate Communications, Marketing & Public Participation

Dear residents, let me welcome you our esteemed readers to the September 2018 edition of the Aloe.

I am very happy to join the City of Windhoek as a person responsible to oversee the Corporate Communications, Marketing and Public Participation functions. I believe we are going to work well together, by ensuring that we continue to update you with what is happening at the City of Windhoek.

Worth all our attention is the fact that the month of September marks the start of the examination of the grade 10 and 12 learners. It is therefore crucial, that we support our future generations, the learners in ensuring that they are studying in a conducive environment by minimising any types of noise.

Council continues to prioritise the safety of its residents by cautioning against illegal electricity connections a practice which is continuing to rob us lives in the City through electrocution. We recently learnt of another case of electrocution of a 9-year-old boy in the Goreangab. As a City, we believe that injury or fatality because of unsafe use of electricity is one too many and should be discouraged by all. Council has started with the implementation of its five years' electrification programme in May 2018, thus residents should look ahead for progressive news in this regards.

I would like to use this opportunity to invite you to visit our stand at the Windhoek Agricultural

**THE WINDHOEK JAZZ FESTIVAL**  
3 November 2018

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

**The SON**

FOOD AND DRINKS AVAILABLE AT THE VENUE | EMPTY COOLBOXES ONLY

WINDHOEK JAZZ FESTIVAL  
WWW.WINDHOEKJAZZFESTIVAL.COM.NA

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

Artists featured: Lize Ehlers, Alemtocho, Suzy Gises, Percival Pinquest, Sigepe Jazz Band, Sedney Hauifuku, Damas Fusion, Catarina Duarte

Sponsors: Windhoek Lager, Standard Bank PAYPULSE, GLENVET, adforce NAMIBIA, Air Namibia, OZ

Show taking place from the 28 September - 6 October 2018. All the City services will be brought under one roof and made available to our residents. You can also come and learn more about water savings, general enquiries, payments, information sharing etc. September and October are months for promotion of health and hygiene and joined by our various stakeholders, we will be showcasing our efforts towards this endeavour. Do your part and keep your health and hygiene at the fore.

Mentioning of water, it is worth noting that

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](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)

the required 10% water savings target has not been consistently met since the declaration of the water scarcity announced as of 01 August 2018. We have noted that due to the change in weather, the consumption has started to pick up and we all need to employ relevant saving measures to ensure that we meet the required targets. Our combined efforts can make a difference in making sure that every drop counts.

May you find this edition of the Aloe worth reading, until next month!

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Manager: Corporate Communications, Marketing & Public Participation

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Police to provide protection from violent community members. Despite witnessing the loss of innocent lives of relatives, neighbour, friends; the City had found that most community members understand that connecting illegal electricity is dangerous, but they continue to use the illegal connection at the expense of innocent lives.

It is also worth mentioning that the illegal electricity connections had turned into a commercial business where those with safe electricity from the City of Windhoek charge exorbitant fees per each illegal cable regardless of electricity usage to those residing in un-electrified areas hence putting financial gains at the expense of innocent lives. Illegal electricity providers due to their transgressions should be aware that there are fines that can be issued as

follows:

- N\$ 7 935 (1st offence)
- N\$ 11 902.50 (2nd offence) and
- N\$ 18 515.00 (3rd Offence)

The problem of illegal connections requires concerted efforts and cooperation between the City of Windhoek and community members to end the electrocution of lives. The City acknowledges the needs and plight of those customers without electricity connections. It is on that basis that Council in the Strategic Transformation Plan 2017-2022 elevated the provision of basic service in the Informal Settlements. To this end, the five-year Electrification Master Plan was approved by Council and the electrification project kicked off in May 2018 that will see at least 1000 households in Havana, Okahandja Park and Otjomuise provided with Electricity by the end of this year.

The Electrical Contractor for Havana and Okahandja Park is currently busy with installations works within those areas. This is a clear testimony that Council would like to provide legal and safe electricity to our citizens. We thus strongly condemn the use of illegal connection and urge members of the public to refrain from this practice that is robbing our City of innocent lives. We thus reiterate that only the City of Windhoek electrical employees and City of Windhoek registered electrical contractors are authorized to extend electrical networks from the City of Windhoek grid.

Report any community member providing illegal connections and other forms of electricity theft to the City of Windhoek Control Room at Tel.: 061 290 2452/2453/2454  
(Your identity will be kept anonymous)

## CITY'S ANNUAL ROADS RESURFACING COMMENCE



*For illustration purposes only.*

The 2018 resurfacing tender has been awarded to Messrs Tau Pele Namibia Construction (PTY) Ltd and construction work will commence by the middle of September 2018 and last until the end of March 2019.

The City of Windhoek has a network of approximately 820km surfaced roads and streets and most of them are ageing and many have passed their original design life. Roads are basically constructed with several

foundation layers, depending on the volume and mass of the traffic it has to carry and this is then topped off with a waterproof sealing layer, commonly referred to as tar. The sole purpose of the tarred surface, is to provide a smooth, weatherproof and dustproof riding surface.

As the road ages, this sealing layer dries out and loses its elasticity and waterproofing properties. Distress can be seen as cracks on

the road surface as well as aggregate loss from the surfacing seal. The traffic also polishes the aggregate in this surfacing seal and the road loses its skid resistance. As the surfacing stone is polished, this leads to vehicles being unable to stop during wet weather.

When water penetrates the upper foundation layers, the material starts to deform and distress can be seen as an

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uneven road surface and the formation of potholes. Continuous heavy traffic and overloaded vehicles place a tremendous amount of stress on the upper foundation layers and this distress can be seen as an uneven road surface.

Under ideal conditions preventative maintenance will be done on a regular basis to ensure the integrity of the waterproof seal, but this is basically impossible to do due to financial constraints. The type of sealing layer to be placed on top of the surfaced roads will depend on the type and volume of traffic as well as whether there are a lot of turning movements, and the cost ranges from approximately N\$454 000 per km for a 6.7mm single seal to N\$1.64mil per km for a 35mm premix overlay.

In cases where the upper foundation layers of the road has deformed, either due to the ingress of water or continuous heavy traffic, or needs to be strengthened, the material can be recycled and cement added to increase the strength and bitumen added to increase the resistance to water. The cost to recycle the upper layer amounts to approximately N\$2.65mil per km and then a new surfacing layer (as

above) still needs to be placed on top of it. In cases where the road has been allowed to fail completely, the only option is to reconstruct it completely at a cost of at least N\$7.18mil per km.

The resurfacing work will take into account the higher order roads, and thus members

The roads to be worked on are the following:

IN-SITU RECYCLED WITH 19MM CAPE SEAL			
Name	From	To	
1.	Clemence Kapuuu St	Independence Ave	Mungunda St
2.	Tugela St	Independence Ave	Hwango St

13MM SINGLE SEAL WITH BLINDING LAYER			
Name	From	To	
1.	Arebbusch St	Mataman St	Shilunga St
2.	Brakwater Rd	Monte Christo St	End
3.	Cladius Kandavazo St	Sussex St	Ceasar St
4.	Erundu St	Mataman St	Xamigaub St
5.	Etetewe St	Omatula St	Ongava St
6.	Feldstrasse	Jan Jonker St	Lossen St
7.	Florence Nightingale St	Bach St	Johan Albrecht St
8.	Gold St	Silver St	Gold St
9.	Hans Dietrich Gensher St	Independence Ave	Claudius Kandavazo St
10.	Independence Ave (dual)	Circle	Abraham Mashego St
11.	Mataman St	B1	Arimas St
12.	Monte Christo St	Rendsburger St	Bypass Bullnose
13.	Mungunda St	Independence Ave	Mahathma Ghandi St
14.	Nickel St	Platinum St	Michelle McLean St
15.	Omatjene St	Arebbusch St	Omatjene St
16.	Silver St	Platinum St	Michelle McLean St
17.	Thorer St	Jan Jonker St	Robert Mugabe St
18.	Xamigaub St	Xamigaub St	Okomize St

of the public and affected parties will be informed of the actual dates that the maintenance work on specific roads will be undertaken by means of notices in the newspapers and the radio as well as social media. The City will do its utmost to reduce the disruption and inconvenience to the minimum.

## 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 269000. 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 269000**

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

**Send To: 269000**  
**mreg 282865\*JUMBQ6AIH1**

WHERE TO FIND THE STATEMENT KEY ON YOUR STATEMENT

Statement Key	JUMBQ6AIH1
New Acc No.	12828165
Ver No.	264867-04-5

### 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 269000. Send separate SMSes for water & electricity readings.

Your SMS should look like this: **EXAMPLE**  
**mread (space) meterNo\*reading → send to 269000**

**Send To: 269000**  
**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 last 4 black digits

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



## EIGHT (8) STREETS IN THE CITY TO BE RENAMED



*For illustration purposes only.*

City endeavour to enhance the image of the City by renaming streets and places to people who have contributed in different ways; be it political, spiritual or in any form to the betterment of the Namibian nation, Africa or the world at large. It is therefore against this background that City Council Leadership at its ordinary meeting held on 05th September 2018, Council approved the applications for the renaming of the following streets:

- **Otjomuise Road** be renamed in honour of the late Nomzamo Winfred Madikizela-Mandela;
- With approval of the application to rename **Monte Christo Road** to **Peter Eneas Nanyemba street** as per Council Resolution 258/09/2014,
- the current streets known as **Peter Eneas Nanyemba Street** in Freedom Square be renamed in honour of late Ivako Kapuu; and one in the newly proposed township in Auasblick Ext 1 be renamed in honour of the late Jason Mutumbulwa;
- **Lazarus Street** be renamed in honour of the late Gabriel Shikongo Nuunyango;
- **Dorp Street** in Katutura be renamed in honour of the late Evangelist Mika Kaiyamo;
- **Caeser Street** in Katutura be renamed in the honour of the late Bartholomews Gerhardt Karuera;
- **Kolossense Street** in Katutura be renamed in honour of the late Archbishop Obed Muinjo;
- **Lucifer and Legioen Street** in Katutura be merged and renamed in honour of the late Reverend Erwin Tjirimuje.

The public participation exercise will be undertaken as per the guidelines and recommendations of the Street and Place Naming/Renaming Committee prior to the actual renaming of the Street. This exercise includes the publication of the street names to be renamed in the local newspapers for the public objections if any before the actual naming or renaming takes place.

## 2018 HEALTH & HYGIENE PROMOTION MONTH

**Theme: "Clean Hands - A Recipe For Health"**

The City of Windhoek (CoW) in partnership with United Nations Children's Fund (UNICEF), Namibia Red Cross Society (NRCS) and other stakeholders are planning to host the annual 2018 Health & Hygiene Promotion Month to showcase health and hygiene promotion efforts targeted at school setups, food handling markets, street vended food and the Windhoek community at large.

The campaign will also be used as an opportunity to caution and inform school children, community members and food

handlers about the importance and necessity of Health and Hygiene practices in daily living in order to eliminate and reduce the spread of infections and diseases in the form of group and one on one awareness sessions, taking into consideration the current outbreak of Hepatitis E within the City of Windhoek. Special emphasis will be placed on hand-washing with clean running water and soap as this is the primary and most important method of prevention.

Furthermore, the campaign will also be used as an opportunity to sensitize and remind the public of the annual commemoration of "Global Handwashing Day" which is annually

commemorated on the 15th of October. Global Handwashing Day aims at raising awareness of the crucial role hand washing with water and soap has on reducing and preventing the incidence of communicable diseases.

This year the city has also planned to run a competition in all informal Markets in an effort to encourage marketers to practise good hygiene and improve morale by appraising marketers for keeping their market clean at all times in the interest of health. The main event is planned to take place in the course of October at Green Spot Soccer Field in Goreangab Extension 3.



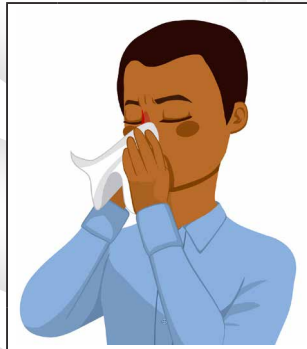
# HAND WASHING

## WASH YOUR HANDS AFTER....

1. After using the toilet



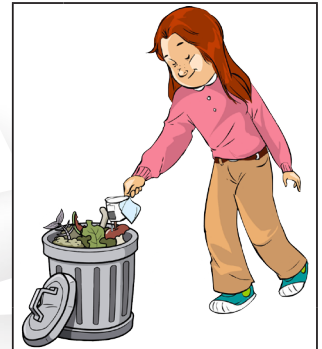
2. Sneezing, blowing your nose and coughing



3. After touching wounds



4. After handling waste or touching bins



## Hand washing steps

1. Wet your hands with clean, running water



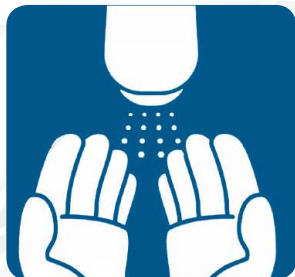
2. Lather your hands by rubbing them together with the soap.



3. Scrub your hands for at least 20 seconds.



4. Rinse your hands well under clean, running water.



5. Dry your hands using a clean towel, preferably a paper towels, or air-dry them.





# WATER MANAGEMENT FOR BODY CORPORATE & LARGE BUILDINGS

**Water Management by body-corporate agents is essential!** Enormous challenges are experienced by individual water consumers and owners of the units because most of the body-corporate agents not properly managing water meters on a weekly basis. Weekly water management is a requirement as to the Water Management Plan of the City of Windhoek (CoW). Individual occupiers of the units are challenged by the accessibility of water meters as well as the long and uncontrollable water supply pipelines to each unit. Such meters and pipelines form part of the body-corporate's responsibility due to the location of the infrastructure. However, the water consumers are affected by poor management and the subsequent high water bills associated with water leaks.

In line with the Sectional Title Act, sectional titles/units are required to have their own water meters. Thus, each consumer shall pay for water as per his/her water consumption. There are two options on how the City can supply water to a complex:

**ONE)** A complex that is fitted with numerous small municipal water meters for each sectional title/unit.

**TWO)** Sectional titles/unit that are supplied water from one municipal bulk water meter that supply water through one main distribution water line, of which the body-corporate/s installs subdivided water meters and thus manages these individual water meters for each sectional title/unit. Which is a water sharing responsibility managed and depended on the agreement and arrangements between the parties, being the individual sectional title/unit holders with the principal agent/body corporate/s.

The City's Water Management Plan requires that each water consumer is responsible for the water he/she consumes. Therefore, water losses are viewed as part of the water consumption and are billed as such on the consumer's municipal bill. City residents needs to know that the water supply responsibility of the City of Windhoek ends before the water meter and not after the water meter. Therefore, any water leakages and damage of the fittings on the water supply pipes after the water meter is the consumer's responsibility. It should also be noted that the CoW's water meter readings are for account management purposes only and should not be considered for water management purposes. Thus, the City of Windhoek cannot be held accountable for readings that were not taken. Consumer also need to know that depending on the drought severity, the CoW may or may not assist water consumers with a rebate in case of water leaks.

In a complex where the municipal water meter is registered under the unit owner's name, the body-corporate/s remains responsible for the infrastructure part. Implications regarding accessibility, slow actions and related high cost of water due to relevant agreements should be lodged to the body corporates. The CoW would only keep the municipal account holder responsible as to the water supply agreement and related municipal services as per municipal bill.

**Additional guideline information:** Most challenge related to pipe fractures and leaks occur where water pipes are installed along road crossings. Procedurally such water pipes should be fitted into sleeves or similar so as to protect the water pipes. Locations where water pipes are restricted when cast into concrete, often fracture pipes as well, and it is essential to have a site layout plan reflecting the location of pipes in order to attend smoothen prompt maintenance response. The installation of valves for each offtake from a supply pipe is largely beneficial for the location of leaks and to reduce the inconvenience during the maintenance period.



# save water

EVERY DROP COUNTS

## ENFORCEMENT OF REGULATIONS RELATED TO WATER CONSERVATION



The Gateway to Endless Opportunities

- No watering of gardens between 9:00 and 16:00.



- Residential swimming pools should be covered.
- Shower head discharge should be less than 10 l/min
- No automatic or tipping system for latrine's.
- No hosing down of paved areas



- No washing of vehicles with hose pipes.
- No wastage of water
- No discharge of water into the street.
- Repair leaks immediately.

### The dry season challenges the effort to maintain 10% water savings

- Dry gardens require appropriate planning,
- Water the garden only twice a week.
- Minimise soil evaporation, apply a ground cover.

## DRY GARDENS HAVE *Style*

# SAVE 10% WATER

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