



**TOGETHER
WE CAN
BEAT THE
VIRUS**

Aloe



Issue 2
April

The mountain aloe is the official logo of the City of Windhoek and an important element of our corporate identity - appearing on municipal vehicles, buildings and stationery.

2022

The Gateway to Endless Opportunities

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COW PUBLIC EVENTS CALENDAR - APRIL 2022						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28 Registration for Month-end Street Market - Economic Development & Community Services (C. Kaverua)	29	30	31 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	1 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	2 Month-end Street Market - Economic Development & Community Services (C. Kaverua)
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25 Registration for Month-end Street Market - Economic Development & Community Services (C. Kaverua)	26	27	28	29 Month-end Street Market - Economic Development & Community Services (C. Kaverua)	30 Month-end Street Market - Economic Development & Community Services (C. Kaverua)



*Katjuu Kaputuaza (third from the left) and her student friends use the tranquil setting of the Kornalyn playground in Khomasdal to study in a natural, stimulating environment. With them is a team of CoW artisans who renovated the playground. **Read more on Page 8***

/cityofwindhoek

Visit our website: www.windhoekcc.org.na

E-mail: cowcommunication@windhoekcc.org.na



Editor: Lydia Amutenya,
section head, Corporate Communication

Editorial

Dear readers,

Welcome to this issue of the Aloe. Windhoek is surrounded by beautiful vegetation after receiving much rain, complementing the beauty of our capital city. While we appreciate mother nature's generosity, we should avoid walking through riverbeds because the grass and shrubs are too thick and can pose a safety risk.

As previously stated in our previous issue, we have begun to cut grass on high traffic roads and public open spaces. You can also help by clearing vegetation around your property to ensure cleanliness and visibility in your immediate surroundings.

With winter on the horizon, a drop in temperature is to be expected, prompting residents to seek out convenient sources to keep their homes warm. In the past, the city has seen an increase in residential fire incidents during the winter, resulting in property damage and loss of life. As a result, let us always exercise caution when dealing with fire sources, especially during this cold season.

Let me take this opportunity to thank all our residents who, despite the

current economic downturn, consistently prioritize their municipal accounts so that the council can continue to provide municipal services to the city. Dear valued residents, despite the challenges of insufficient funds, it remains the priority of the council to provide the necessary municipal services. You may have noticed that the council is repairing playgrounds throughout the city. While those grounds are important to the community, most of them have been vandalized, and equipment has been stolen, depriving our community of the opportunity to use them for their intended purposes. Help us protect such facilities by reporting those who destroy our playgrounds to law enforcement. We can change this narrative collectively, but only if we take shared responsibility for ensuring the sustainability of our city services.

Remember to always pay attention to the council's deliberations during the monthly ordinary meetings, which are held on the last Thursday of each month, unless otherwise stated, and where important decisions that affect our lives are made. The Council has various communication platforms to keep you up to date on what is going on. These platforms include the council's social media, publications such as the Aloe, and public engagements, as well as contacting our Customer Contact Centre at enquiry@windhoekcc.org.na or on 061 290 3777 or visiting any of our offices.

Finally, with the approaching Easter public holiday, many residents take advantage of the opportunity to travel outside of the city. Please follow all traffic rules and regulations to ensure safe arrival at your destination. Until next time, enjoy this issue of Aloe!

Regards,

Lydia

The Aloe Survey

We need your help in continuously improving our external newsletter, The Aloe. Please let us know what you think about the content, design and availability of the publication by answering a few, short questions (six questions only). To take the survey now, please click and follow this link:

CLICK HERE
to take the Aloe Survey



Thank you for taking the time to fill out this survey.

Survey available on our website at:

http://www.windhoekcc.org.na/aloe_survey.php

Aloe

The Aloe is produced by the Corporate Communications, Marketing and Public Participation division in the Office of the Chief Executive Officer. The public is welcome to give constructive feedback via the editor's column. If you have any comments, suggestions or contributions, send us an e-mail to cowcommunication@windhoekcc.org.na, or use our Post Office Box 59, Windhoek to send us a contribution via mail.

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Mayor's corner

A new strategy to lead the way forward.

(Statement by the Deputy Mayor of Windhoek, Joseph Uapingene on council's work. Adapted by Botha Ellis – Communication officer)

Her Worship Sade Gawanas visited our sister city Bremen to kick-start the implementation activities of the EU-funded project to improve solid waste management in Windhoek. Meanwhile, council's work in Windhoek continues.

On 21 March 2022 we celebrated our country's 32nd independence anniversary. We were able to celebrate the end of apartheid and the institution of our political freedom. It is also on this day that we reflect on and acknowledge the sacrifices made by the many heroes of our land to liberate the Namibian nation. Although we continue to face many challenges, such as unemployment, slow economic development, a lack of housing, and limited resources, our democracy has grown from strength to strength, to the extent that Namibia has become a model to other countries in the world. We should therefore have faith in our abilities to create innovative ways to enhance the quality of life of all our people by rendering efficient and effective municipal



Focused on progress: City of Windhoek Deputy Mayor Joseph Uapingene kept the ball rolling in Windhoek while Mayor Gawanas visited key stakeholders overseas.

services. This we can do by focusing on council's financial sustainability, revenue enhancement and engaging our development partners and government on resource sharing, innovation and capacity building.

Our Transformational Strategic Plan 2017–2022 is coming to an end by June 2022 and council started the planning and preparation of a new strategy. There were various engagements since November 2021 to date between councillors and technocrats. Councillors kick started the initiation of the strategic formulation process which included organisational environmental scanning. Subsequently, council deliberated on key initiatives/ interventions to address strategic issues as identified during the situational analysis. These strategic issues emanate from various challenges threatening the existence and growth of the organisation.

Council also participated in a budget session which was presented by the Finance and Customer Services department. We looked at budgeting principles and how the budget will be linked to the new strategic plan as from June 2022. The topics under discussion included:

- Allocating resources between core and other services;
- The appropriation of shared services between core and other;
- Financing of capital projects, social and welfare services;
- Devising cost-saving and revenue enhancement strategies; and
- Bringing alignment between strategy and budgeting.

The budgets of previous years consisted of projects that were solicited from Windhoek residents at public meetings and resulted in all major capital projects executed throughout the years. This year we will engage our constituencies again as part of participatory budgeting. The dates of these public consultations will be announced soon.

We seek to accelerate activities and programmes for the rest of the fiscal year while focusing our attention on the current challenges, such as poverty, unemployment, slow economic growth, rapid population growth in Windhoek, lack of housing, land delivery and other detriments that negatively impact the City's developmental agenda.

Thank you.
Joseph Uapingene
Deputy Mayor



Ending: The CoW Transformational Strategic Plan 2017–2022 is coming to an end by June this year.



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Windhoek to become first African sister city of Mannheim

By Botha Ellis (Communication officer)

A delegation from Mannheim in Germany, led by Markus Springler, the Mannheim City Council spokesperson for city diplomacy, visited Mayor Sade Gawanas at Town House on 14 March. Mannheim is looking to sign a cooperation agreement that will make Windhoek its first-ever African sister city. Mayor Gawanas confirmed that Windhoek city councillors will visit Bremen and then Mannheim later this year for the official signing ceremony of a yet-to-be-finalised memorandum of understanding around partnerships between the two cities.

Udo Dahmen, a professor at the Pop-Academy Baden-Württemberg in Mannheim and part of the visiting delegation, said they would be interested in networking around the concept of creative cities for sustainable development. Through this concept cities commit to sharing their best practices and develop partnerships involving the public and private sectors, as well as civil society, in order to strengthen the creation, production, distribution and dissemination of cultural activities, goods and services. "This way Mannheim and Windhoek can work together to develop hubs of creativity and innovation and broaden opportunities for creators and professionals in the cultural sector," he explained. Mannheim is a so-called UNESCO City of Music; cities classified as such strive to promote cooperation with and among cities that have identified creativity as a strategic factor for sustainable urban development. Mayor Gawanas recalled a time during her childhood, when she was in Grade 7, when exchange programmes were in place for learners from Namibia and Germany to trade homes and live with and learn from each other. She said: "Exchange programmes improve access to and participation in cultural life, in particular for marginalised or vulnerable groups and individuals." The parties agreed that it's beneficial to fully integrate culture and creativity into sustainable development plans. Other areas for possible cooperation were discussed, including emergency and disaster management, public safety, heritage, and the environment.

Mayor Gawanas reiterated that the City of Windhoek wants to see quick successes through its sister-city relationships. "Successful cooperation must be

achieved regardless of who serves as the leaders of the different institutions," she said. The mayor expressed her desire to see results over the short term – within three years – and advised that the City's division of External Relations and Networking ensure the right people on both sides of the two city councils work together on future projects to expedite results that will benefit residents of both Mannheim and Windhoek.

Speech by Mayor Peter Kurz of Mannheim during the signing of the Memorandum of Understanding on the establishment of friendly cooperation between the City of Windhoek and Mannheim

(The following speech was delivered by Mayor Peter Kurz of Mannheim during the official visit by Mayor Sade Gawanas and her delegation to Mannheim in March/April 2022)

I am very delighted to welcome for the very first time an official delegation from the City of Windhoek in Mannheim. Our teams have been connected virtually for several years now. Due to the pandemic, we had to cancel and postpone various meetings. So I am very happy that we were able to have even two personal meetings within a very short period of time.

Especially in these times of political instability worldwide, we realise how important international cooperation and direct city-to-city cooperation are. Especially with the war in the Ukraine, we as a city have to experience how global developments and conflicts are having a direct impact on local life. Cities are increasingly on the frontline in dealing with global challenges, such as migration, climate change and also the current pandemic. At the same time, cities offer far-reaching solution strategies that we should use when dealing with these challenges. City-to-city cooperation are an important instrument to work together on these topics beyond national borders and to achieve more sustainable effects than other projects, because they directly bring people together who are responsible for the same tasks in their cities. In this context, we have defined one of our strategic goals for the municipality as follows:

Mannheim wants to be a role model for international cooperation and that is why we are increasingly involved in international development projects between cities.

Mannheim has always considered itself as an international city, rooted in the city's history, the diversity of our local population and the numerous international connections at the economic, institutional and civil society level. Today, people from 167 nations live in our city of around 320,000 inhabitants. Mannheim currently has 13 twin and befriended cities worldwide as well as additional project partners all around the globe. However, the international activities of the city of Mannheim today go far beyond the traditional city partnerships. Mannheim is strongly engaged in international city diplomacy. As Germany is currently holding the presidency of the G7 states, Mannheim has taken a strong lead of the so-called Urban 7 Alliance and will host a virtual urban summit in May this year with important urban stakeholders of the G7 states. The aim of the Urban 7 group is to make the voice of our cities heard, as we do not wait for conference organisers or international organisations to make room for cities and city leaders. The G7 brings together a constellation of countries that are extraordinarily wealthy and powerful. Although G7 nations make up about 10% of the world's population, they account for around 40% of the world's GDP. With these resources come immense responsibility, especially regarding the countries in the global south. We are therefore planning to give city leaders from the global south a strong voice in the Urban 7 process and to be part of the debates. The aim is to strengthen the role of cities in international cooperation and to sustainably transform multilateralism by promoting city diplomacy. A joint declaration will be worked out within this process to formulate a clear vision for the role of cities and to promote a stronger cooperation between the G7 nations and its cities.

Windhoek is very experienced in the implementation of international cooperation and active in strong city-to-city partnerships. Therefore, I am very delighted that we are able to use the already existing ties between our cities to deepen the cooperation at municipal level. By signing a Memorandum of Understanding between our two cities,



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a solid foundation is laid for a strong partnership that we want to further build on. Strong connections between our two cities have already been established through the ongoing exchange in the field of culture and arts with the successful cooperation between the Mannheim Popakademie, the Windhoek College of the Arts, University of Namibia and the Goethe-Institute Namibia. The recent urban music camp was a great example for the promotion of talent

in the music and creative industries and intercultural exchange.

Also the state of Baden-Württemberg fosters important cooperation with Namibia. With the 'Namibia Initiative' our region faces up to its historical responsibility in connection with German colonialism and recognises the injustices committed during this time and finances several projects in dealing with the consequences of colonialism. This

topic is also of high importance for the city of Mannheim. Just this year the city council agreed to rename several streets which bear names of persons which are directly linked to colonial history.

I am very much looking forward to our exchange and to continue this partnership between our two cities.

Thank you.



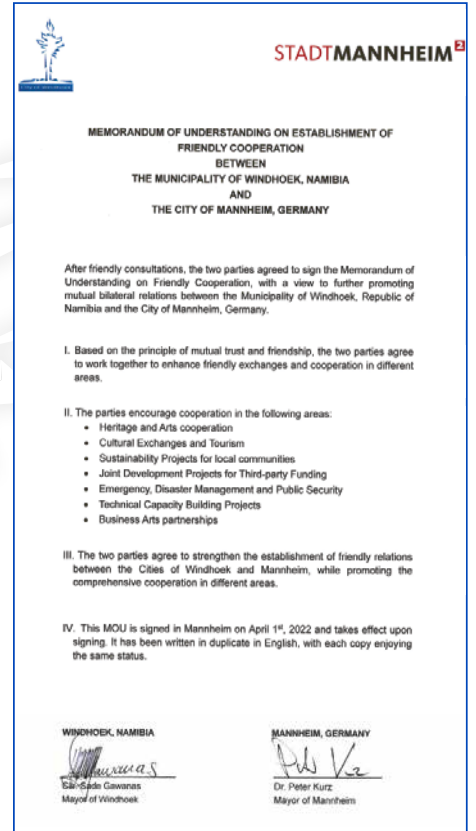
First African sister-city: Mayor Gawanas is looking forward to Windhoek becoming the first African sister-city of Mannheim when the two cities sign a memorandum of understanding in this regard later this year.



UNESCO City of Music: Mannheim, with its 320 000 residents, is classified as a UNESCO City of Music - striving to promote cooperation with and among cities that have identified creativity as a strategic factor for sustainable urban development.



Signed and sealed: Mayor Peter Kurz of Mannheim (left) and Mayor Sade Gawanas of Windhoek signed a cooperation agreement in Germany on 1 April. (Photo contributed)



Creative cooperation: As professor and CEO at the Pop-Academy Baden-Württemberg in Mannheim, Udo Dahmen (left), a former drummer and member of music groups Rufus Zuphall, and Lake, is convinced that both Mannheim and Windhoek can benefit greatly by working together in the fields of creativity, culture, and innovation. He was joined by Mannheim City Councillor Markus Springler on a courtesy visit to Mayor Sade Gawanas.

The Gateway to Endless Opportunities

City of Windhoek

Vision: To be a SMART and Caring City by 2022

LET'S SAVE ENERGY AT WORK

Did you just pass by an unoccupied office/toilet with lights on? Wow!! Participate in switching OFF lights when not in use

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Windhoek urban agriculturalists receive e-vouchers to boost their enterprises

By Botha Ellis (Communication officer)

Thirteen Windhoek beneficiaries received grants totaling N\$500 000 - varying between N\$20 000 and N\$90 000 per beneficiary - in support of their small-scale enterprises at the City's Social and Youth Development division in Katutura on 14 March. The grants are in support of urban agricultural projects and form part of a total of N\$2 million availed for 56 projects countrywide. The Ministry of Agriculture, Water, and Land Reform (MAWLR) in partnership with the United Nations Development Programme (UNDP), and the Environmental Investment Fund (EIF) launched the urban agriculture concept – the Build Back Better programme - with financial support from the Japanese Government. This initiative is being implemented in collaboration with the City of Windhoek (Khomas Region), Swakopmund Municipality (Erongo Region), Rundu Town Council (Kavango East Region) and the Daweb Constituency (Maltahöhe) of the Hardap Region. James Kalundu, City of Windhoek manager Social and Youth Development, said during the event: "We are proud to be part of the project, because it uplifts innovative Namibians. More than 300 people in Windhoek alone will be directly, positively impacted by this initiative. We are looking forward to lives changing as a result of these small scale businesses growing and employment being created through it. The grants will help propel the beneficiaries to the next level and with continued support we will have food and nutrition security in Windhoek. Congratulations to the beneficiaries and thank you to all our partners."

The EIF started managing the grant

facility on behalf of the MAWLR in September 2021. The chief operating officer of the EIF, Karl Aribeb, said: "The 56 grant recipients come from four local authority jurisdictions. We looked at residents in these areas who already took the initiative to start their own small scale businesses producing food in urban environments. It is now up to them to work industriously to grow their enterprises." According to Mr Aribeb the beneficiaries were selected after onsite evaluations following applications from over 400 applicants after the EIF advertised widely for interested parties to apply from around the country. He added that the EIF aims to conclude the management of the project - after about nine months since it started - by the end of June this year.

Margaret Matengu, the acting director for agricultural production and extension at the MAWLR thanked the project's development partners and said: "It is the ministry's mandate to promote food security and reduce poverty. We cannot fulfill this mandate without the help of like-minded partners." According to Ms Matengu, the beneficiaries of the project are the first-ever recipients of so-called e-vouchers, which is a change from the manual administration of grant funds as was done in the past. The beneficiaries each received an e-voucher card with their grants pre-loaded and ready to spend at participating suppliers Agra, Kaap Agra, and Pupkewitz Megabuild. The e-voucher system, which was launched in Namibia on 7 February this year, is managed by the Namibia Engineering Corporation (NEC). According to Ms Matengu

it provides many benefits over the previous, manual system, such as better monitoring of the grant money spent and improved impact evaluation of the projects. Yvette Hausiku, EIF Business Development officer, introduced the 13 Windhoek recipients of e-vouchers as follows:

Enterprise	Owner
1. Beucro Agriculture - Urban Hydroponics	Benoti Beukes
2. Urban Strawberries	Irvine Ndjavera
3. Frieda Nursery	Frieda iyambo
4. Uisen Backyard Garden	Magrietha Tsuses
5. Build Back Better	Catherina Young
6. Backyard Gardening and Poultry Production	Maureen !Gaoses
7. /Khomanin Youth Farming Project	Bebe Tsuseb
8. Community garden for children's food security, education and mental health	Foibe Silvanus
9. Step by Step	Fillupus Shwambwangala
10. Validating the sustainability of commercial small scale	Yvonne Boois
11. Ada Dire Gardening Project	Theresia Moetie (group representative)
12. Backyard Gardening	Junessia Beukes
13. Farm 85 Poultry Production	Juleuth Garuses

Congratulations to all beneficiaries!
We wish you all success in growing your businesses.





Proud: James Kalundu, CoW manager Social and Youth Development says that the CoW is proud to be part of the Build Back Better programme, because it uplifts innovative Namibians.



Money managers: The chief operating officer of the EIF, Karl Aribeb, says that they have managed the grant facility since September 2021 and will conclude the project by the end of June this year.



Crucial partners: Margaret Matengu of the MAWLR explains that to promote food security and reduce poverty, help is needed from partners like the Government of Japan, the UNDP and the City of Windhoek.



A first: Yvette Hausiku, EIF Business Development officer, says the grant recipients will be able to buy what they need to grow their small businesses from Agra, Kaap Agra and Pupkewitz Megabuild, using e-vouchers - for the first time ever - from NEC.



E-vouchers: Magrietha Tsuses of Ulsen Backyard Garden shows off her new e-voucher card with her business grant pre-loaded for spending at participating partners.



LEFT: Build back better: Thirteen Windhoek beneficiaries received grants totaling N\$500 000 in support of their small-scale, urban agricultural enterprises as part of the Build Back Better programme with financial support from the Japanese Government.



Community playgrounds get a do-over

By Botha Ellis (Communication officer)

Ten public, residential playgrounds in three Windhoek neighbourhoods are currently being restored at a cost of N\$80 000 after neighbourhood vandals broke most of the infrastructure and rendered the parks useless. "Although old age also plays a role in the overall deterioration of the infrastructure at our playgrounds, vandalism by residents is by far the biggest problem," said a disappointed Medilongo Hambabi, the section head Facility Maintenance (West Section) in the City's department of Economic Development and Community Services. Medilongo is overseeing the restoration at the playgrounds in Khomasdal, Katutura, and Brakwater. "We worked on a budget in 2020/2021 which was eventually approved, enabling us to recruit artisan interns to carry out the restoration work. Since September last year the team of five interns have been working to make the play parks safe and attractive again. I urge residents to take ownership of the playgrounds and safeguard it for their children and their children's children one day. The playgrounds are erected by the City, but they belong to the community. If anyone observes vandalism, theft or any other illegal activities at the playgrounds they must please report it to the City Police on 061 – 302 302, or by SMS using the number 4444," said Medilongo.

Out of six playgrounds in Khomasdal, only three were still in a reasonable condition to use. The ten in Katutura are all in a poor state and the one park in Brakwater also needs some fixing up. One of the artisan interns, Genovefa Nepela, explained that it took them just over a week to repair the Kornalyn playground in Khomasdal to its former glory. "We had to replace the swing chains, bolts, connectors and chairs, and completely rebuild the wooden climbing frame – all that was left were four poles. We also trucked in new, soft sand for the young ones to play in. My biggest concern was children injuring themselves when playing at the playground. Now it is safe again." With labour being supplied free of charge by the interns, it still cost over N\$15 000 to repair the Kornalyn playground. "We tried to repurpose what was left of the original structures as much as we could. Unfortunately we had to completely replace some broken and missing pieces with new, costly ones," added Genovefa. The artisans, mostly qualified as welders and fabricators, also gained valuable experience in other trade fields, like carpentry, bricklaying, painting, joinery and boilermaking during their work on the playgrounds. Jason Nuunyango said: "We are thankful for the exposure and opportunities to learn on the job at the City of Windhoek. I was pushed to expand my

skillset and think outside the box to do the repairs with limited resources." The team has about five more playgrounds, two of which are almost completely ramshackle, to tackle and repair. They plan to complete their work by June this year.

Limited resources prevents the City from placing security guards or closed-circuit security cameras at all playgrounds. However, according to Medilongo, some playgrounds with additional buildings like ablution facilities are currently supervised by guards. By providing a safe place for kids to play and parents to bring their little ones, cities can enjoy more beautiful areas for residents to play and relax in. Playgrounds and parks provide a variety of benefits to the surrounding area. From a safe place for physical activity to elevated property values in the immediate vicinity, there are many ways for residents to benefit from playgrounds and parks. In some urban areas, playgrounds may be one of the only options for residents to enjoy nature and be active. Playgrounds contribute to community identity, provide active and passive recreational opportunities, contribute to the health and wellness of a community and also create valuable green space – plenty of reasons to take good care of them.



Community treasure: The Kornalyn playground in Khomasdal is open to the public again after repair work of over N\$15 000 to damaged infrastructure was recently completed.



Dream team: The team of artisans repairing Windhoek's playgrounds is FLTR: Aksel Tomas, Genovefa Nepela, Medilongo Hambabi (CoW section head Facility Maintenance), Tuutaleni Tomas, and Jason Nuunyango.



Big difference: The community playground in Grysblok was in such a bad shape that it took two weeks for an artisan team of the CoW to repair the climbing frames, seesaws and walkways around the sandpits



Peace and quiet: Katjuu Kaputuza (third from the left) and her student friends study at a university close to the Kornalyn playground in Khomasdal and visited the park to study in a peaceful, natural, stimulating environment.



Media releases and public notices

We often release important information to the public, through the media, in the form of media releases and public notices. Many of these only appear once in some media, so to support the longevity of public messages, and to help ensure that our residents remain updated, we include selected ones in the Aloe.

The Gateway to Endless Opportunities
City of Windhoek
 Vision: To be a SMART and Caring City by 2022

PUBLIC NOTICE

CONSTRUCTION OF ACCESS ROAD ON HUGO STREET, WINDHOEK NORTH

Description of the Affected Roadworks:
 The public is hereby informed that an access road will be constructed on Hugo Street Windhoek North. Traffic flow will be diverted to allow for ample working space for the Contractor and residents will be accommodated. The following adjoining streets will be affected, Harvey Street and March Street

Duration:
 The construction work will commence on 22 March 2022 and will continue until 30 June 2022. We urge all members of the public to adhere to the traffic signage and access restrictions around the construction works.

We apologise for any inconvenience while the necessary work is underway.

Locality Map:

Enquiries:
 Department of Infrastructure, Water & Technical Services
 Engineer: Contract Management
Martha Ndemumana
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Denchi Consulting Engineers
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The Gateway to Endless Opportunities
City of Windhoek
 Vision: To be a SMART and Caring City by 2022

PUBLIC NOTICE

Closure of free water and reinstatement of prepaid water supply in the informal settlement

18 March 2022

The public is hereby notified that the City of Windhoek has commenced with the closure of the free water supply to the informal settlements. The prepaid water system will be reinstated and going forward the residents will be required to use their water tokens to get water, as done previously. Those who have lost their water tokens should buy new ones from their nearest municipal offices.

The City of Windhoek has been supplying free water to the informal settlements since March 2020 due to the spread of COVID-19. However, the supply of free water has caused a financial burden to Council, and it resolved to stop the supply of free water and reinstate the prepaid water system.

For further enquiries, please contact our Customer Contact Centre at 061-290 3777





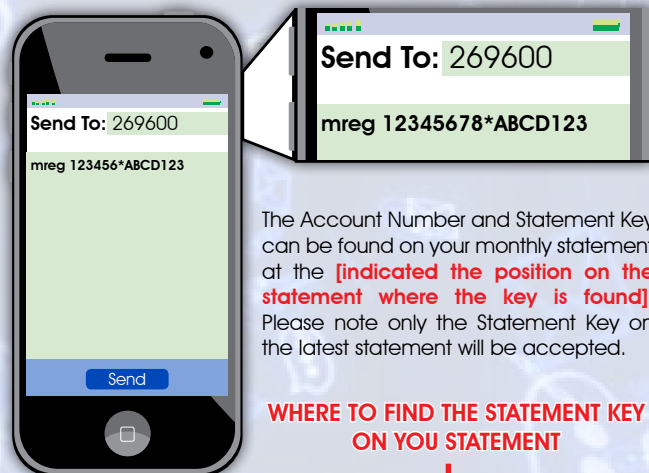
SELF-READING (SMS)

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

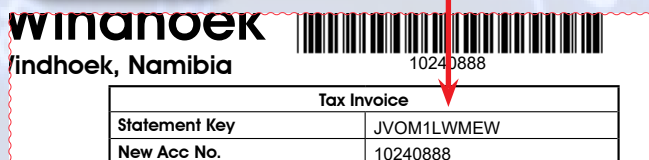
You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269600. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

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 the position on the statement where the key is found]. Please note only the Statement Key on the latest statement will be accepted.

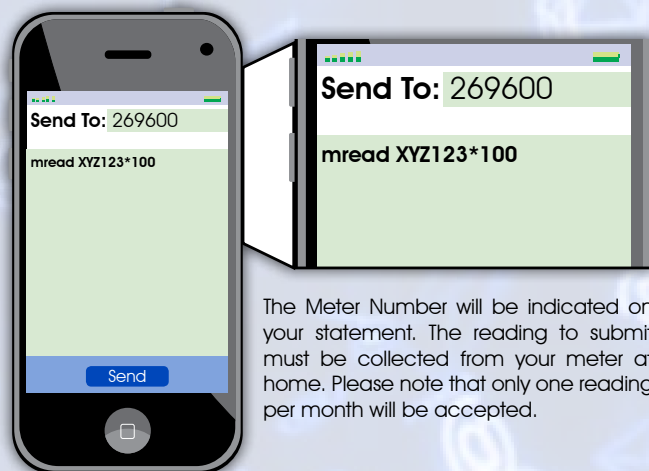
WHERE TO FIND THE STATEMENT KEY ON YOU STATEMENT



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



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.

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\$0.40 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

The City of Windhoek is experiencing challenges in accessing some properties to take meter readings. Clients are however encouraged to register and submit readings via sms.

TO AVOID ESTIMATIONS ON THE ACCOUNT, CLIENTS ARE ENCOURAGED TO REGISTER FOR SELF – READINGS VIA SMS.

For further enquiries on sending readings via SMS kindly contact our Customer Contact Centre at 290 3777.

By submitting your water and electricity meter readings you will then ensure that your 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.

Issued by:

Office of the Chief Executive Officer
Corporate Communications, Marketing and Public Participation
E-mail: communication@windhoekcc.org.na





Aloe “seen around”



ABOVE: Work discussion: Magano Uutsi (right), Street Tree Team Leader, discusses the day's work with her team at the Parks divisional head office in David Hosea Merero Road.



ABOVE: Sparkle: Tjarii (left) and Wendy are two of the sparkling personalities of Kavehepa Cleaning Services, who, with their friendly and helpful attitudes, keep Town House spic and span every day.



ABOVE: Business-minded: Samfried Katjihingua recently retired after more than 21 years of loyal service at the CoW. Sam, as he is widely known, was a CAD/GIS Operator, but told the Aloe that he plans to venture into agriculture during his retirement – he already did all his research! We wish you a happy retirement Sam



LEFT: Water is life: The CoW Public Participation section met with Windhoek communities in February and March to share water-saving information – especially around communal water taps. Solomon Gaingob, Public Participation officer, translated the information into Damara/Nama to make sure that the message is well understood by all. (Photos: Cathy Amutenya, CoW Communication intern)

Learn more about the stories behind these photos on our social media channels!



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PUBLIC NOTICE



Technical verification of targeted electrical meters and demand-side management devices

24 March 2022

The City of Windhoek hereby informs the residents that it will be conducting a technical verification exercise for targeted electricity billing meters and demand-side management devices from **28 March 2022 to 30 April 2023**. The purpose of this exercise is to ensure that the electricity meters and demand-side management devices at the targeted sites are fully functional and replaced where required.

The municipal officials need access to the targeted properties within the boundaries of Windhoek to carry out this important exercise. The verification will take place during weekdays **(Monday to Friday)** from **8:00 to 16:30**. The officials carrying out this exercise will be identifiable by the navy-blue two-piece overall with grey reflectors stripes and the City of Windhoek logo as per picture above. The officials will also display their City of Windhoek verification officers' employee cards.



Please note that this exercise is targeted at a limited number of customers and should not be confused with the municipal services audit currently underway.

The public cooperation in the completion of this exercise will be highly appreciated. Refusal to allowed access to the property will lead to disconnection of electricity until access is granted.

For any questions during this exercise, please contact our Customer Contact Centre on 061 – 290 3777 or enquiry@windhoekcc.org.na

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