



Issue 3
May

Aloe

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

Water to expand and improve: The City of Windhoek's urban agricultural project, Farm Okukuna, got its own borehole! Read more about this on Page 11.



/cityofwindhoek

Visit our website: www.windhoekcc.org.na

E-mail: cowcommunication@windhoekcc.org.na



Editor: Lydia Amutenya,
section head, Corporate Communication

for administrative purposes but to supply the required services to Windhoek residents. The need to ensure access to information remains key to any society, and more so at the local authority level, where it is important that the public is well-informed about the services aimed at improving their lives of the residents.

The Aloe newsletter attempts to complement other existing communication platforms of the City of Windhoek and other mainstream media to share important information with the public pertaining to the operations of the council. We continue to receive constructive feedback from our residents through our various communication platforms with regard to our services. We would like to use this opportunity to reassure our esteemed residents that your inputs remain highly appreciated and we will continue to improve on our service delivery to you.

As we move into the colder months of the year, it is also the period that we experience high incidents of veld fires. This year, because of good rains, there is a visible amount of vegetation around Windhoek that, if we are not cautious and fire sources come into contact with it, can ignite and lead to veld fires. Let us take precautions and safely dispose of fire sources such as cigarette buds, which are mostly suspected to be the causes of veld fires.

Happy reading until next time!

Regards,

Lydia

Editorial

Dear residents,

We are pleased to welcome you to yet another issue of the Aloe.

In this issue of the Aloe, we are bringing you some of the major highlights of council activities during the month under review. One such highlight is the refurbishment of the Post Street Mall, situated at the heart of the central business district of the city. This development is a result of a strategic partnership between the council and friends of the council, who, through their generous gestures, continue to supplement the council's limited resources in its efforts to provide municipal services. We sincerely appreciate any form of support that is aimed at assisting us to provide improved services to you, our residents. May I also use this opportunity to emphasise the importance of safeguarding the council's properties and using them for their intended purpose. Collectively, we can grow a sustainable city.

As a local authority, we are tasked with a huge responsibility, not only

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 cwcommunication@windhoekcc.org.na, or use our Post Office Box 59, Windhoek to send us a contribution via mail.

Executive editor: Harold Akwenye, manager, Corporate Communication, Marketing and Public Participation

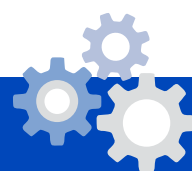
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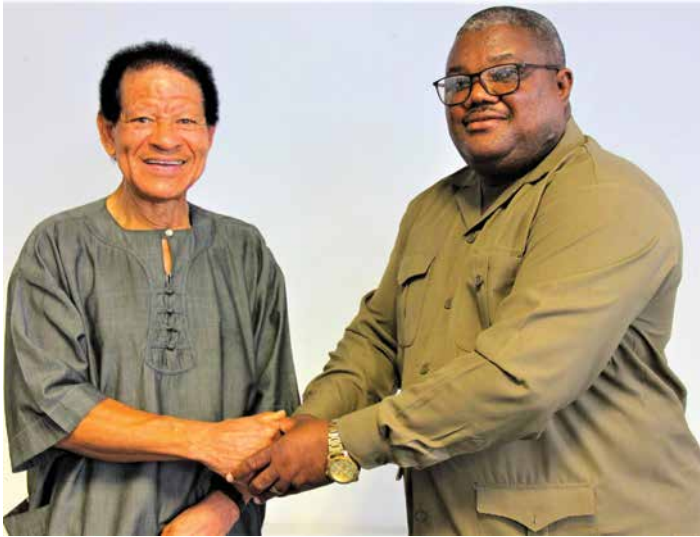
Photos by (unless otherwise indicated): Botha Ellis (Communication officer)



Mayor's corner

Windhoek and Kingston strengthens working relations

Compiled by **Cathy Amutenya** (Communication intern) and **Botha Ellis** (Communication officer)



Ties that bind: Windhoek and Kingston in Jamaica share a historic relationship dating back to before Namibian independence. Professor Earle Taylor, the Jamaican Consul to Namibia visited the City of Windhoek to discuss further cooperation with Deputy Mayor Joseph Uapingene at Town House.

Professor Earle Taylor, the Jamaican Consul to Namibia visited the City of Windhoek in March. Deputy Mayor Joseph Uapingene received the delegation at Town House. Windhoek and Kingston, Jamaica's capital, have a twinning agreement signed in Windhoek in 2019. Professor Taylor expressed his desire for the activities outlined in the cooperation agreement to be implemented. The following matters came up for consideration:

- activating the Memorandum of Understanding between the two cities;
- facilitating the City's development, particularly in the areas of arts, culture, and tourism;
- an invitation to the City of Windhoek to visit to Jamaica;
- urban planning;
- municipal police and public safety;
- water security and management system;
- environmental and waste management;

- training and development; and
- investment, trade and commerce; the promotion of business-to-business transactions through various initiatives including the Hands Across Africa Tour sponsored by UNESCO where Namibia is selected to promote and expose the country to the rest of the world as a destination of investment.

work programmes to be led by the respective chief executive officers of the municipalities. The parties assigned a contact point for the coordination of the work programmes in the form of the officials responsible for international relations and cooperation.

The Namibia-Jamaica diplomatic relationship is built on a long-standing history. It is traced to the period when Namibia's liberation movements established relations with the Commonwealth, as early as 1975, at its meeting in Kingston, Jamaica. The connection also involves the activities of the Pan African Movement and the work of the late Marcus Garvey of Jamaica towards the total emancipation of Africa. At independence, the two governments pursued bilateral relations focusing on various initiatives in the areas of technical and economic cooperation, sports and education. In 2018 an Official visit to Namibia by Prime Minister Andrew Holness of Jamaica took place. During this visit the renaming of Babs Street in Klein Windhoek to Dr. Marcus Mosiah Garvey Street happened during an official ceremony on 23 July that year.

The visit is expected to solidify and deepen the historic, economic and cultural ties between Jamaica and Namibia, especially as regards value adding exchanges between two capital cities. There is a mutual desire and commitment to project-based



All hands on deck: The Jamaican delegation's visit is expected to solidify and deepen the historic, economic and cultural ties between Jamaica and Namibia, especially as regards value adding exchanges between two capital cities.



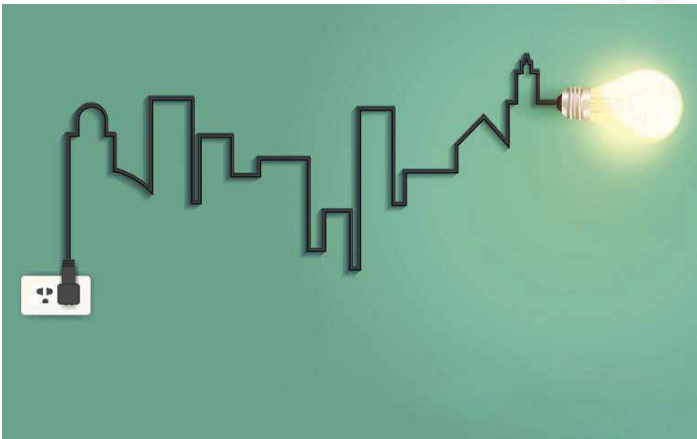


Highlights from the Municipal Council of Windhoek

SPECIAL COUNCIL MEETING HELD ON TUESDAY, 12 APRIL 2022

By Botha Ellis (Communication officer)

Revision of five-year electrification plan



On the advice of the City of Windhoek department of Housing, Property Management and Human Settlement two informal areas were withdrawn from the City's plan of electrification for the year. This is because residents in those areas are not settled as per the approved township layouts. The two areas, Otjomuise Extension 8 and Okuryangava Extension 8 will be replaced by Havana Extension 1 and Okuryangava block erven 3216, 3192 and 3193.

The following informal marketplaces will be provided with pre-payment meters during the 2021/2022 financial year:

- Bonsmara Market (Northern Industrial Area)
- Windhoek Flea Market (Mandume Ndemufayo Avenue)
- Herero Mall (Clemens Kapuuo Street)
- Katutura Industrial Stalls (Leonard Auala Street)
- Otjomuise Industrial Stalls (Beijing Street)
- Pionierspark Market (David Hosea Meroro Street)

The provision of individual, pre-paid electricity meters to the traders will benefit the City as follows:

- Ensure that the electricity provision is safe for the traders and their customers;
- Reduce electricity theft as split pre-payment meters will be installed which cannot easily be tampered with;
- Improve revenue collection at the marketplaces through prepayment electricity sales; and
- Stimulate the economic activities of the traders at the market places.

These activities will be the last phase of the current CoW five-year electrification plan. The department of

Electricity successfully provided individual electricity connections to over 3 350 households since the start of the implementation of the electrification plan in 2018.

Application to lease portions of erven 5378, Windhoek (Municipal Council of Windhoek head office) and 4840, Khomasdal Sports Ground to erect Base Transceiver Stations

make the connection

mtc

The City of Windhoek will lease a rooftop portion on Erf 5378 and a portion of Erf 4840 in Khomasdal to MTC for N\$872-00 and N\$16 362-00 per month respectively. MTC plans to install three antennas and a base transceiver station on the rooftop and a temporary mobile tower, for a period of one year, on the erf in Khomasdal.



Please take note that the above are only highlights of the ordinary council meeting that took place on 24 February 2022. More details about all the items discussed are available on our website through this link: http://www.cityofwindhoek.org.na/coun_agenda.php?fbclid=IwAR3Eou5NOtCwZuS7v9OTsYgUBQHmpS_Vy83s3-1julyBDOZIXzSbY4E0Hc



City of Windhoek to support youth skills development in five-year agreement with WVTC

By Botha Ellis (Communication officer)



Youth development partners: Webster Gonzo, chairperson of the WVTC, and Jennifer Comalie, acting CEO of the CoW, hailed the new training cooperation agreement as a milestone in addressing the problem of youth unemployment in Namibia.

The City of Windhoek (CoW) signed a five-year cooperation agreement with the Windhoek Vocational Training Centre (WVTC) at Town House on 24 March 2022. The institutions agreed to work together to provide practical training opportunities through job apprenticeships for an initial 26 WVTC vocational students. The agreement, which takes effect in May this year, aims to support both technical skills development as well as youth empowerment. The agreement includes collaboration on trade curriculum and programme development, human capital development and capacity building, joint research and development, vocational education training skills information sharing, consulting assistance and project management, and infrastructure development.

Jennifer Comalie, the acting chief executive officer of the CoW said during the signing ceremony: "The cooperation agreement will benefit both institutions in the advancement of public engagement and education through the scholarly contributions of each party." According to Ms Comalie the CoW is acutely aware of the high youth unemployment numbers in the

country and hope that this initiative will become an important intervention in this regard. She encouraged the WVTC students to make good use of their internships at the City, including to learn more about starting their own businesses from the CoW's Economic Development and Community Services department. "Small, micro and medium enterprises are the backbone of our economy and with our support these artisans can expand their skillsets to empower them to be successful entrepreneurs in future," said Ms Comalie. This is another example of how the CoW is enhancing the quality of life of our residents.

Archie Nikanor, the CoW acting strategic executive for Human Capital and Corporate Services, remarked during the event: "The cooperation agreement with the WVTC is a smart partnership that will contribute to skills development while also contributing to social equality, the empowerment of vulnerable groups – particularly the youth – poverty rate reductions, economic development and actively contribute to the human resources development plan of the Republic of Namibia." Mr Nikanor explained that, as part of the CoW's efforts to

contribute to the alleviation of the many challenges experienced by the youth, the organisation adopted an aggressive and impactful internship policy and programme. Through the execution of this strategy the CoW currently affords in excess of 450 internship opportunities to students and young graduates - mostly from previously disadvantaged backgrounds. The internship opportunities range across a wide scope of academic and technical areas and provide experiential learning and industry experience aimed at skilling young students and graduates to confidently enter and add value to the broader economy.

The chairperson of the WVTC, Webster Gonzo, thanked the CoW for inviting the WVTC to benefit from a strategic partnership that enables the WVTC to realise its own ambition of providing skilled and competent artisans to the Namibian workforce. The WVTC is the flagship institution in the Namibian vocational education and training system providing training in a number of trades, including mechanical, building, construction, auto, and electrical trades.



Building a skilled workforce: Archie Nikanor, CoW acting strategic executive for Human Capital and Corporate Services, announced that the City will provide apprenticeships to a number of WVTC students over the next five years.



Windhoek Post Street Mall upgrade

By **Elia Haindongo** (Coordinator: Investment Promotion and Liaison)

Cities around the world face increasing challenges due to the rising number of motorised vehicles in their city centers, making the urban environment not only unsafe and unattractive but also unfriendly as this reduces people's willingness to walk. In order to counter the above, most cities have created pedestrian street malls that are designed to encourage non-motorized traffic and provide easy accessibility to other parts of the cities. Street malls, also known as pedestrian streets, are the most common form of strictly pedestrian zones in large cities. Such malls are typically streets lined up with shopfronts and closed off to vehicular traffic. In Windhoek, at the heart of the Central Business District (CBD), we have the Post Street Mall (PSM), a shopping strip that stretches from the Clock Tower along Independence Avenue to the eastern entrance of Wernhil Park.

Last year, the Municipal Council of Windhoek (MCoW) approved the upgrading of the eastern entrance of PSM. The upgrade was necessitated by new modern developments in the area, which will not only bring a new look to the Pedestrian Mall and attract more clients into our inner city but will also enhance the public realm of Windhoek. The area was upgraded to world class safety standards and designed with pedestrians in mind. Since the area is designed to exclusively cater for pedestrians, only emergency vehicles will be permitted to enter PSM beyond Agribank. It's for these reasons that traffic booms were installed to control the in-and-out movement of vehicles into the mall. This is to ensure the uncompromised safety of our residents, visitors and businesses in the area. As it can be seen, the whole eastern entrance was rehabilitated and beautified



Happy feet: The CoW approved the upgrading of the eastern entrance to the Post Street Mall to create a new-look pedestrian mall and attract more clients to the area.



Safety first: Only emergency vehicles will be permitted to enter Post Street Mall beyond the Agribank entrance. For this reason new traffic booms were installed to control the access into the mall area.

with new water wise trees, pavers and benches for seating, which made it more attractive than it was ever before. The public is, therefore,

urged to take good care of our new public asset while enjoying the friendly, safe and attractive amenities.



Five years of ensuring Windhoek's drinking water through managed aquifer recharging

By **Austin Kwenani** (CoW chairperson of the Economic Development, Public safety, and Citizen Welfare Committee) and **Botha Ellis** (Communication officer)

The practice of managed aquifer recharge (MAR) by the City of Windhoek (CoW) ensured that the supply of potable water to Windhoek residents remained uninterrupted over the past five years. The CoW currently has seven, established recharge stations where water can be injected into the underground aquifer to enhance the groundwater replenishment process in Windhoek, which is otherwise slow under Namibia's arid conditions. This message was shared by City Councillor Austin Kwenani at the commemoration of World Water Day, World Wetland Day, and International Day of Forests at the Safari Hotel and Conference Centre, which formed part of National Water Week observed in Namibia in March. The theme of the event is "Groundwater too precious for people, forests and wetlands - making the invisible, visible."

Addressing the audience, Councillor Kwenani - who is also the chairperson of the council's Economic Development, Public safety, and Citizen Welfare Committee - said: "The previous drought period leading up to early 2020 showcased the effectiveness of the management of Windhoek's aquifer and other, surrounding aquifers. The abstraction of groundwater shifted from a supplemental role to the main conjunctive supply source. Much of industry's water requirements were met via abstraction from boreholes, again proving the importance of groundwater to our city's vibrancy and long-term sustainability. The MAR method significantly contributes to the recovery of groundwater levels after periods of drought and high dependencies on the aquifer system to provide potable water." The MAR process is considered the most cost-effective way to, with government's support, develop the necessary infrastructure to safeguard Windhoek's water supply during prolonged periods of drought. The concept of artificial recharging the aquifer dates back to the 1990s, when Council explored various water supply options to augment Windhoek's future water requirements. The recharge method involves banking excess water during times of sufficient surface water supply. This then presents an opportunity to abstract the banked water at a later stage, during dry seasons.

Groundwater also plays a vital role in the

preservation of Windhoek's forests. It is the only source of water for Windhoek's indigenous Camelthorn forest in the so-called Camelthorn Belt, north-east of the capital. Councillor Kwenani added that: "The interplay between groundwater and the associated biological resources like forests and wetlands requires greater emphasis. These biological resources are known to significantly contribute towards meeting water quality objectives of intended water users. Windhoek has no perennial rivers and no naturally occurring wetlands therefore groundwater remains the only source of water along the riverine ecosystem. Today's event affords us an opportunity to reflect on our past, current, and future efforts which must prioritise the protection of our ground and surface water. As such, it is our pledge to place special emphasis on how our forests and other plant communities associated with wetlands can thrive and contribute to meet the water quality objectives of Windhoek communities and promote meaningful, long-term socio-economic benefits."

The majority of Namibia's geographic landscape is semi-arid with Windhoek's average rainfall per year around 370mm. Meanwhile, Namibia's yearly evaporation ranges from 2 600mm in the north-east to 3 700mm in the central and southern areas. These extreme conditions compel us to be more proactive and innovative around water augmentation methods like, in the case of Windhoek, through wastewater reclamation plants and more recently, via the aquifer recharge project.

World Wetland Day and World Water Day are two days celebrated internationally each year to raise awareness about wetlands and water resources, to draw attention to the value of each as a precious life-giving and finite resource, to promote sustainable development and utilisation of these valuable assets. Wetlands include rivers, pans, lakes, Oshana's, floodplains, dams and shallow sea waters. Wetlands provide crucial services to human beings and the environment such as carbon absorption, flood attenuation, groundwater recharge, and water purification. In addition, wetlands provide much needed goods to our communities like water, food, reeds, wood, maintain soil fertility, and grass for domestic

and wild animals. Namibia acceded to the Ramsar Convention in 1995 and to date the country boasts five wetlands of international importance namely the Orange River Mouth, Sandwich Harbour, Walvis Bay Lagoon, Etosha Pan, and Okavango-Bwabwata.



Oversight: City Councillor Austin Kwenani explains the importance of the effective management of the CoW's aquifer recharge process at the commemoration National Water Week. Councillor Kwenani is the chairperson of the City Council's Economic Development, Public safety, and Citizen Welfare Committee that plays an advisory role to Council on policy-related matters. The committee tracks progress on activities or projects related to economic development and helps in fast tracking delivery.



Invited guests: The CoW Health and Environmental division, represented by its manager Mary-Anne Kahitu (front), was part of the more than 100 invited guests and learners at the World Water Day event at the Safari Hotel.



Water guardians: Key stakeholders in the water industry shared valuable insights around the conservation of water with learners and invited guests during National Water Week.



The Impacts of sand mining on groundwater – Making the invisible, visible

Contributed by **Lorraine IGaoses** (Section head Environmental Engineering)

What is sand mining?

Sand mining is the extraction of sand, mainly through an open pit, but sometimes mined from a watercourse - for example, a riverbed. This sand is often used for construction. Mining sand for commercial purposes and small-scale use has been in existence for some time but has drastically escalated in Windhoek over the years. In the city, the main source of sand is in-stream sand mining. This is a common practice because the mining locations in riverbeds are usually near markets or along transportation routes, thereby reducing transportation costs. It takes many hundreds of years for sand to form from the weathering of rock; it is essentially non-renewable; and its continued, unsustainable extraction from the environment will lead to its depletion and will have many other impacts.

The impact of sand mining on groundwater

Sand mining that takes place in riverbeds leads to higher and faster rates of groundwater pollution. The water table (the level at which water can be reached underground) is quite shallow in a riverbed and this allows for quicker contamination of the groundwater, making it unsuitable for human consumption. Removing too much of the soil can result in a high level of evaporation of the exposed water table, resulting in extreme groundwater salinity. Furthermore, it can cause permanent ponding of water; this occurs when sand and gravel is removed to a certain depth, permanently exposing the groundwater. Lastly, it can alter the watercourse and increase the impacts of flooding, because heavy equipment used for sand mining, like bulldozers and excavators, can cause soil compaction, which reduces water infiltration. Pollution is another impact. When setting up the site to commence with sand mining, one needs to store fuel storage and service vehicles and equipment. Not adhering to the correct standards can result in the seepage of harmful hydrocarbons into underground water sources.

Our mandate as a local authority

This year's World Water Day took on the theme "Groundwater – Making the invisible visible." The theme aims to raise awareness about the existence of groundwater (the invisible) and the impacts groundwater has on our surrounding environment (the visible). Almost all of the fresh water in the world is under the ground. Groundwater, although hidden, is vital to our survival. Groundwater protection requires sustainable methods of mining sand in our river courses to ensure that future generations also have access to the same fresh water.

Sand mining is an industrial activity that can be a pollution threat to water resources. As a local authority, we have the ultimate responsibility to prevent pollution. In terms of the local authorities act, the City of Windhoek (CoW) is mandated to ensure that all land-use activities within our jurisdiction do not pose a threat to the public and natural environment. Under Section 94 of the act, the CoW can exercise control over the licensing of sand and gravel quarries. Contravening the regulation is a criminal offence and is liable, upon conviction, to a fine of up to N\$2 000 or imprisonment for a period of up to six months, or both.



Dangerous if uncontrolled: Sand mining is an industrial activity that can be a pollution threat to groundwater resources if not managed carefully.



/cityofwindhoek



/cowmunicipality



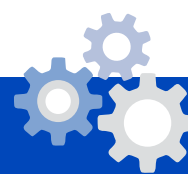
/cowmunicipality



/cowmunicipality



www.windhoekcc.org.na





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:

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The Gateway to Endless Opportunities

City of Windhoek
Vision: To be a SMART and Caring City by 2022

PUBLIC NOTICE

PERMANENT CLOSURE OF PORTION B OF ERF 613 ACADEMIA PROPER

PERMANENT CLOSURE OF PORTION B OF ERF 613, SOCRATE STREET, ACADEMIA PROPER AS 'PUBLIC OPEN SPACE' (PORTION IS ± 260 m² IN EXTENT) AND WILL BE CONSOLIDATED WITH ERF 120, AQUINAS STREET, ACADEMIA PROPER.

Notice is hereby given in terms of article 50 (1) (a) (ii) of the Local Authorities Act of 1992 (Act 23 of 1992) that the City of Windhoek Municipality proposes to permanently close the under mentioned portion as indicated on locality plan, which lies for inspection during office hours at the Windhoek Town Council Customer Care Centre Notice Board, 80 Independence Avenue, Windhoek.

PERMANENT CLOSURE OF PORTION B OF ERF 613, SOCRATES STREET, ACADEMIA PROPER AS 'PUBLIC OPEN SPACE' (PORTION IS ± 260 m² IN EXTENT) AND WILL BE CONSOLIDATED WITH ERF 120, AQUINAS STREET, ACADEMIA PROPER.

Objections to the proposed closing are to be served on the Secretary: The Urban and Regional Planning Board, Private Bag 13289, and the Chief Executive Officer, P.O. Box 59, Windhoek, within 14 days after the appearance of this notice in accordance with Section 50 (1) (c) of the above Act.

Verenty Sisamu-Kabozu
Town Planning Officer
Department of Urban and Transport Planning

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

17 March 2022

The public is hereby notified that the City of Windhoek will start with the closure of the free water supply to the residents of the informal settlement. The prepaid water system will be reinstated and going forward the residents will be required to use their water tokens to get water. 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 settlement since March 2020 due to the spread of COVID-19. However, the City took note of the abuse, wastage of the supplied free water, vandalism of the water supply infrastructure, illegal water connections which caused a serious financial burden to the Council. To end the wastage of water and further financial liability, the council resolved at its meeting in November 2021 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





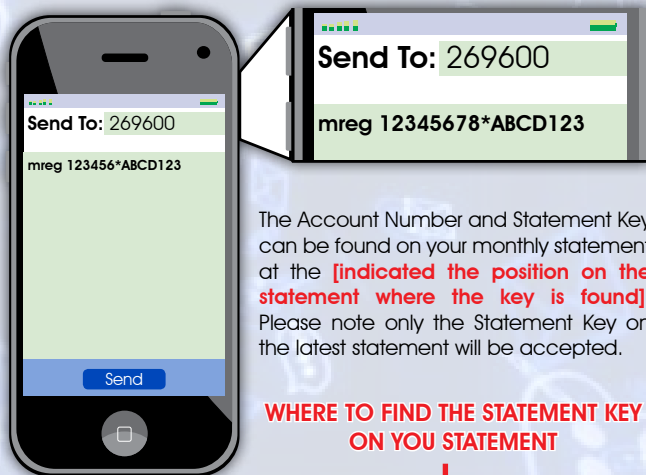
SELF-READING (SMS)

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

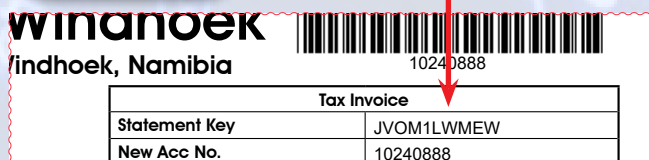
You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269600. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

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.

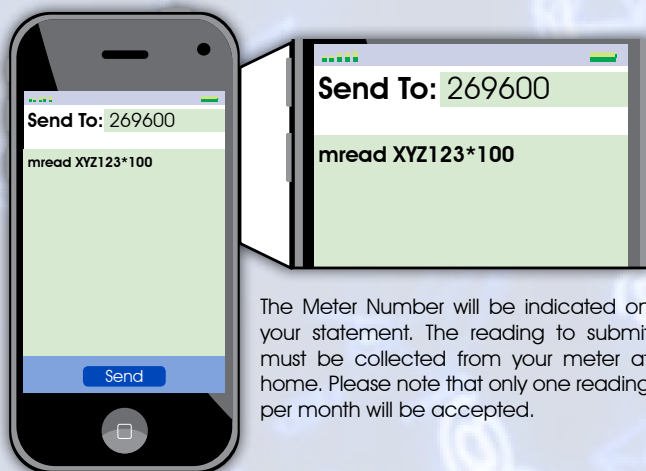
WHERE TO FIND THE STATEMENT KEY ON YOU STATEMENT



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"



Twenty residents trained in horticulture at Farm Okukuna

By Melissa-Jane Louw (Community Development Officer, Economic Development & Community Services)

In March, the United Nations Development Programme (UNDP) sponsored a three-day horticulture training workshop with 20 participants from the Samora Machel Constituency in Goreangab. The CoW has an existing Memorandum of Understanding with the University of Namibia to facilitate these training interventions under the mentorship of Dr. Lydia Horn (UNAM Researcher). This was the third such training session and focused on vegetable production at the City's Farm Okukuna. As Farm Okukuna is a well-established urban garden it offers a variety of opportunities for participants to learn about different agricultural techniques. As part of their practical training all participants receive seeds and seedling trays to learn how to germinate seeds successfully. (Photos contributed)



More water, more food: The City of Windhoek's urban agricultural project, Farm Okukuna, got its own borehole! In March, Green Team Consultants, in collaboration with the Ministry of Agriculture, Water and Land Reform, conducted a geophysical survey on the farm to determine a suitable location of the borehole. The project is part of a funding agreement between the United Nations Development Programme (UNDP) and the City of Windhoek. (Photo contributed)



Growth at Okukuna: A borehole was drilled at Farm Okukuna in early April to support the project in increasing production output to further promote food and nutritional security among Windhoek communities. The drilling operation was done by Human Drilling Contractors. Drill foreman Norman Swart said: "The hole is about 100 meters deep. We found water at 31 meters and then again at 77 meters where the flow rate was sufficient." He added that their team drilled for about 4 hours to reach the required depth. The borehole is one of several infrastructure improvements made at Farm Okukuna

to ensure a consistent and adequate water supply for all agricultural activities. More than 100 individuals benefit from the farm's fresh produce, consumed in households, old-age homes, and soup kitchens. The project is part of a funding agreement between the United Nations Development Programme (UNDP) and the City of Windhoek. The team in the photo is from right to left Bashin Sinvula (Farm Okukuna foreman), Norman Swart, Rikarerera Muvangua, Mathias Kasoma, and Linus Edward of Human Drilling Contractors. (Photo by Botha Ellis, Communication officer)

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