



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.

2024

The Gateway to Endless Opportunities

- 3 • Mayor's corner: Acceptance speech by Mayor Queen O. Kamati at the council meeting of 1 December 2023
- 4 • City of Windhoek Political Office Bearers election: A Tale of Unfilled Vacancies
- 5 • City of Windhoek receives Affirmative Action Compliance Certificate
- 6 • Christmas in the Zoo
- 7 • Fast-Track Cities Initiative: City of Windhoek's Commitment to HIV Prevention
- 8 • The City of Windhoek receives innovation hubs from NUST
- 9 • Candle usage made safer with 'Safety Candle Lights'
- 10 • Empowering future leaders: Insights from the Junior Council 2023/2024 Experience
- 12 • City of Windhoek Celebrates New Year's Eve with "All White Party"
- 13 • City of Windhoek's Token Identifier (TID) Rollover Project Progresses Smoothly
- 14 • Navigating Water Supply Challenges: An update from NamWater and City of Windhoek on Central Namibia's Water Supply
- 15 • Social Media Chats
- 15 • #SOCIAL MEDIA CHATS
- 16 • Media releases and public notices

MONTHLY WATER WATCH

January 2023

This month's water consumption is

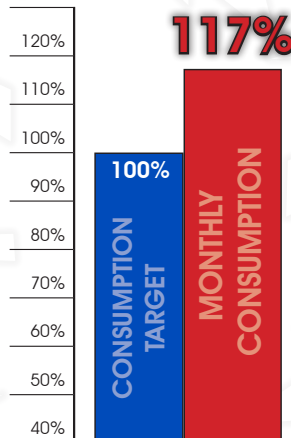
17% OVER

target:



Windhoek is experiencing **Category C, Water Scarcity** **10% WATER SAVINGS** required to sustain the water demand.

For more information about our Water Management Plan, please visit our website, www.windhoekcc.org.na, and access the Info portal > Documents > Department of Infrastructure, Water and Technical Services.



Report municipal pipe bursts, leaks and sewer blockages to our Customer Contact Centre on Tel: 290 3777 (Select 3) or email to enquiry@windhoekcc.org.na

Outgoing Junior Council members reflect on their experiences and how the Junior Council program has influenced their personal and professional development. More information can be found on PAGE 10.

City of Windhoek





Editorial

Dear readers of the Aloe,

In this inaugural issue of the Aloe newsletter for 2024, we extend our heartfelt condolences as our country is mourning the passing of our beloved president, **His Excellency Dr. Hage G. Geingob**. A visionary leader who dedicated his life to the service of our nation, may his remarkable legacy continue to inspire us all.

As we navigate the expectations of the year 2024, rest assured that our residents remain our priority. Anticipate improved services and a renewed commitment to your well-being. At the core of our mission, we persist in delivering effective and efficient municipal services,

striving to enhance your quality of life and foster a city that thrives on progress and community collaboration.

This issue brings you highlights from the end of 2023, including the election of political office bearers for 2023/2024. Congratulations to our new Mayor, **Cllr Queen Omagano Kamati**, Deputy Mayor **Cllr Joseph Uapingene**, and the three members of the management committee. We are optimistic that our management committee will be fully constituted by the 8th of February 2024.

Stay tuned for updates, community highlights, and exciting initiatives in the coming months. Together, let us make 2024 a year of shared accomplishments and collective growth. Wishing you all a year filled with productivity and prosperity.

Until next time, keep well!

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 Aloe is a monthly publication. Readers' contributions should be submitted by the second week of the month for consideration. Please submit your contribution to cwcommunication@windhoekcc.org.na.

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Mayor's corner

Statement by Mayor Queen Omagano Kamati at the council meeting of 1 December 2023

I stand before you deeply humbled by the honour bestowed upon me as the newly-elected Mayor of Windhoek. Thinking back on a year ago when Cllr. Uapingene was sworn in as the Mayor of Windhoek for 2023, I am immediately reminded of the African proverb that he referenced, and with permission, I wish to expand on it. The proverb says: "If you want to go fast, go alone. If you want to go far, go together." Indeed, this past year had its fair share of challenges but, one thing remains true: when it mattered, when there was an impact to be made and decisions were required (however difficult,), we stood together for the greater good of our residents.

As the newly-elected Mayor of Windhoek, I intend to continue to work together with my fellow Councillors to bring about much-needed cultural change, financial stewardship, and a customer-centric focus. Service delivery is also at the forefront of our

strategic objectives and I would like to improve upon our current administrative, process, policy, and customer interfaces, moving forward.

I would also like to see us embrace the use of technology and online communication and document-sharing capabilities as a cost-saving exercise and our contribution towards reducing our carbon emissions due to paper and ink wastage, for example.

I am aware that as Councillors, we are entrusted with very important responsibilities. This past year highlighted the complex nature of our duties. However, a key factor to our success is to work together, show up when we are needed, and support the CEO and officials by creating a favourable environment in which we can all perform at our best.

I anticipate more performance over the 2024/2025 financial year.

As Chairperson of the Council, I remain committed to balancing conflicting priorities with residents' needs. Therefore, we as office bearers must stay focused on improving the lives of our residents and creating a work environment that brings out the best in the officials.

As we enter the second last year of our term, let us learn from the past three years and think about the legacy we want to leave behind, and let us be reminded of the earlier African proverb that calls on us to work together if we want to achieve more. We have two more years left and I believe that we can make significant strides if we stay focused and act with integrity.

With these few words, I thank you for your confidence and trust in me and I shall continue to serve you all with grace, integrity, and respect. I thank you.



City of Windhoek Political Office Bearers election: A Tale of Unfilled Vacancies

By *Cillie Kapolo*, (Corporate Communication officer)



Council in session

The City of Windhoek held its political office bearers elections on Friday, 1 December 2024. The election saw Councillor Queen Omagano Kamati of SWAPO ascend to the position of Mayor, with NUDO's Councillor Joseph Uapingene stepping into the role of Deputy Mayor.

SWAPO councillors Fransina Kahungu, Sam Shafishuna Nujoma, and Austin Kwenani were elected as members of the Management Committee. However, the election took an unexpected turn when no further nominations were made, leaving two vacancies in the Management Committee unfilled.

The election was initially postponed to 18 January

2024, in hopes of filling the remaining vacancies. Despite the delay, councillors failed to nominate two more members for the Management Committee. As a result, the city remains without a complete Management Committee.

The election has been postponed once again, this time to 8 February 2024. The City is eagerly awaiting the outcome of the next election, hoping for a breakthrough in the current deadlock.

The absence of a full Management Committee poses significant challenges to the governance of the City. The coming weeks will be crucial in determining the future direction of the City of Windhoek's administration.



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City of Windhoek receives Affirmative Action Compliance Certificate

By **Cillie Kapolo**, (Corporate Communication officer)



Mr. Moses Matyayi, the City's CEO, and Mr. Archie Nikanor, the Acting SE for Human Capital, were overjoyed to receive the Affirmative Action Compliance Certificate for the City of Windhoek.



Mr. Archie Nikanor, the Acting Strategic Executive for Human Capital and Corporate Services

The City of Windhoek has proudly received the Affirmative Action Compliance Certificate for the 2022-2023 period from the Employment Equity Commissioner. This certificate is a testament to the city's commitment to promoting diversity and inclusivity in the workplace.

The certificate is awarded to organizations that comply with the Affirmative Action (Employment) Act, of 1998 (Act No. 29 of 1998). This act requires employers to take proactive measures to ensure equal opportunities for all employees, regardless of their race, gender, or ethnicity. The City of Windhoek has been a leader in this area, implementing several initiatives to ensure that all employees are treated fairly and equitably.

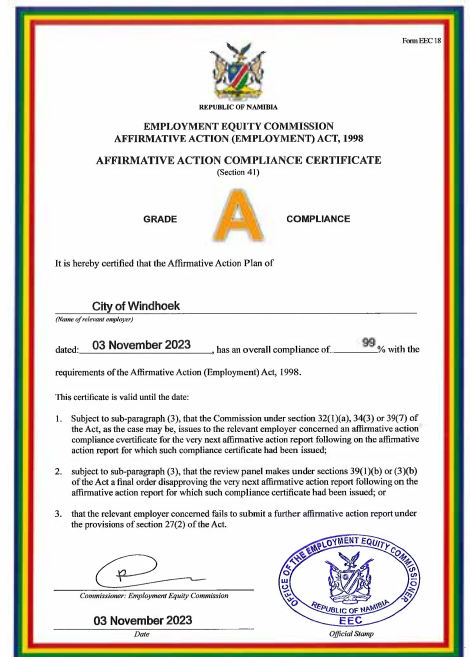
The certificate underscores the importance of promoting diversity and inclusivity in the workplace. According to Mr. Archie Nikanor, the Strategic Executive for Human Capital and Corporate Services, the award serves as a confirmation of the organization's Human Capital Strategy and Policies, which are aimed at ensuring equity, fairness, and organic growth of its employees fall within the category of 'designated groups' and achieving the status of being an 'Employer of Choice'.

The Employment Equity Commission awarded the City of Windhoek an A-Grade Rating, signifying an overall assessment score of 99% compliance in accordance with the Commission's Integrated Review Scorecard (IRSC). However, the Employment Equity Commissioner pointed out that the City of Windhoek's workforce only includes 15 persons with disabilities out of 2497 employees. They encouraged the organization to ensure equitable representation of members, especially people with disabilities.

The award of the Affirmative Action Compliance Certificate signifies the City of Windhoek's reputation as an inclusive and progressive city, boosting employee morale and fostering a positive work environment. Mr. Moses Matyayi, City of Windhoek CEO, expressed pride in Windhoek's achievement, saying, "This certificate reflects our unwavering commitment to

fairness and equal opportunities. We celebrate diversity and recognize that a thriving city is built on the contributions of all its residents."

The Affirmative Action Compliance Certificate is not just a piece of paper. It symbolizes the city's collective resolve to create a better tomorrow for all. The city remains committed to promoting diversity and inclusivity in the workplace and will continue to implement initiatives to ensure that all employees are treated fairly and equitably.



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Christmas in the Zoo

By Eeno Nangolo, (Communication Intern)



Residents came in numbers for the switching on of the Christmas lights.



The Zoo Park Amphitheatre was fully packed for the Carols by Candlelight.



A vendor poses for the camera at the Christmas Market.

Christmas in the City of Windhoek is a wonderful time of the year when people can admire a stunning display of lights, a weekend full of activities, and a remarkable Christmas Market. The annual Christmas Market, with

the theme "Christmas in the Zoo Park", was organized by the City of Windhoek in partnership with 99FM, Coca-Cola, and Namibia Breweries Ltd. It took place in the Zoo Park, along Independence Avenue, from 8th to 10th December 2023.

The highlight of the Christmas Market was on Friday, 8th December 2023, when the Christmas lights were turned on. The City of Windhoek Deputy Mayor, Cllr. Joseph Uapingene did the honors of switching on the Christmas lights and officially opened the Festive Season. He gave a speech where he expressed his gratitude to the Council Members and Management Committee for their support in achieving various goals, such as implementing all the resolutions from the previous year's Windhoek Mayoral Business Forum, and many more achievements. Uapingene was also proud to announce that the City has managed to provide electricity to

162 houses in the City's informal settlement of Havana as part of the City's Informal Settlements Electrification Project. Adora, Collective Singers, and the UNAM Choir entertained the crowd with their performances.

Saturday, 9th December, was a day for fun and entertainment, with performances from artists like Bongani Soul, Vocal Motion Six (VM6), and Esme. The Market had something for everyone, such as a kiddies' corner for children to play different games, vendors with different foods and products, from clothes to plants, and organic health and skincare products.

The Carols by Candlelight was the last event of the market weekend. The City of Windhoek, the CNG Band, and the Deeper Fellowship Church (DFC) worked together to make it a success. The venue was packed, and everyone enjoyed the show. Overall, the Christmas market was a great success.



Fast-Track Cities Initiative: City of Windhoek's Commitment to HIV Prevention

By *Cillie Kapolo*, (Corporate Communication officer)



Fast-Track Cities Initiatives Delegation from Windhoek



HIV stigma campaign sign in Amsterdam, Netherlands.

The City of Windhoek recently participated in the Fast-Track Cities 2023 conference, with the aim of learning from other cities and sharing its successes and challenges in combating HIV, tuberculosis, and Hepatitis C (HCV). The conference was hosted by IAPAC in Amsterdam from September 25 to 27, 2023, and was attended by over 700 people from 250 cities and municipalities. The event focused on discussing how cities can accelerate their efforts to

end the HIV, tuberculosis, and HCV epidemics by 2030, in line with the New Urban Agenda and the Paris Declaration on Fast-Track Cities Ending the HIV Epidemic.

Ms. Nivea Kwenani, the Section Head for Health Promotion and the City of Windhoek's Fast-Track Cities project coordinator, attended the conference at the invitation of the project's main partners, UNAIDS and IAPAC. Namibian delegates at the conference included representatives from UNAIDS, IAPAC, the City of Windhoek, and the Youth Empowerment Group (YEG), who participated in the conference sessions and e-poster presentations, sharing their experiences and insights.

Twenty mayors and elected officials attended the conference, reaffirming their commitment to eradicating these diseases and addressing the political and social determinants of health. The event provided a forum for the exchange of innovative approaches and solutions used in various urban settings to combat HIV, tuberculosis, and HCV while also eliminating

health disparities.

The conference discussed the progress and challenges of the Fast-Track Cities project in assisting cities to implement evidence-based interventions and policies. It featured presentations and discussions on a range of HIV, tuberculosis, and HCV topics, including prevention, testing, treatment, care, stigma reduction, human rights, social justice, and community engagement. The conference also focused on how city public health leadership can contribute to achieving the Sustainable Development Goals (SDGs) for HIV, tuberculosis, and HCV, specifically SDGs 3.3, 10, and 11.

The City of Windhoek's Health and Environment Services Division supports the Fast-Track Cities Initiative and is expanding its HIV prevention response program through partnerships, evidence-based strategies, and prioritizing key populations. Working with key stakeholders, the City of Windhoek aims to meet the 95-95-95 targets while also creating a healthier, more resilient city.



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The City of Windhoek receives innovation hubs from NUST

By **Lydia Shifa** (Online Communication officer) and **Taliya Luuli**, (Corporate Communication Intern)



NUST Deputy Vice Chancellor for Finance and Operations, Miriam Dikua, emphasized the importance of having a stimulating environment to generate solutions for contemporary challenges.



Moses Matyayi, the Chief Executive Officer of the City of Windhoek, said the newly allocated offices will be a space where technology flourishes, innovation is nurtured, and ideas are turned into reality.



Official handover of the three offices at the High-Tech Transfer Plaza Select (HTTPS) building.

The collaboration between the City of Windhoek and the Namibian University of Science and Technology (NUST) has reached a new milestone with the official handover of three offices located on the 2nd floor of the High-Tech Transfer Plaza Select (HTTPS) building. These offices will serve as a dedicated space for fostering innovation and implementing ideas that benefit the City's customers.

The handover took place in December 2023 and is part of the existing partnership outlined in the Memorandum of Understanding signed between the two institutions. NUST Deputy Vice Chancellor for

Finance and Operations, Miriam Dikua, emphasized the importance of having a stimulating environment to generate solutions for contemporary challenges. She noted that the City is a key partner, having accommodated 400-500 NUST students as interns, and expressed expectations for the partnership to expand in the future.

Moses Matyayi, the Chief Executive Officer of the City of Windhoek, highlighted the City's role as the largest local authority in the country and the need to set the tone for technological and digital solutions. Matyayi emphasized that the City caters to a diverse range of stakeholders, from academia to government institutions, and stressed the importance of addressing the specific needs of these customers. He said the newly allocated offices will be a space where technology

flourishes, innovation is nurtured, and ideas are turned into reality.

The CEO acknowledged the global shift towards the 4th industrial revolution and emphasized the City's commitment to being part of this transformative wave. The CEO sees the newly acquired offices as instrumental in helping the City achieve its goals in adapting to the technological advancements of the modern era.

The HTTPS building, where the offices are located, is a state-of-the-art innovative hub that provides innovators with access to network experts, the latest technologies, and a collaborative space for working together and exchanging ideas. The facility is equipped with technologically advanced video conferencing rooms and presentation spaces, creating an environment conducive to productive work and collaboration.



Candle usage made safer with 'Safety Candle Lights'

By Eeno Nangolo (Communications Intern)



Mr. Fox Voigts, creator of the Safety Candle.

Shack fires are a serious problem in Namibia. They affect many people who live in shacks and use fire sources like candles for lighting. Sometimes, these candles are left unattended or mishandled, causing fires that lead to homelessness, forced relocation, and loss of property.

Mr. Fox Voigts, a resident of Windhoek, decided to create a safer alternative to using candles in shacks. He was motivated by a personal experience of a colleague whose shack was damaged by a candle fire. Mr. Voigts invented a simple and safe device that he calls the Safety Candlelight.

To make a Safety Candlelight, you need the following items:

- A glass jar (such as a jam jar)
- A mop frame (from the old model types)
- A piece of wire
- A candle

The steps are as follows:

1. Cut the candle into three equal parts.



The Safety Candle



The material needed to DIY the safety candle.

2. Insert one part of the candle into the mop frame (as if you were attaching a mop stick to it).
3. Tie a wire to the bottom of the mop frame and extend it to the top, so that it is slightly longer than the candle (this will allow you to hold the device without burning your hand).
4. Put the whole assembly into the glass jar (this will prevent the candle flame from spreading).

He has made several safety

candlelights and distributed them to his friends, who have appreciated their effectiveness and convenience. The Safety candlelights are not only easy to make but are also affordable. He indicated that besides the candles, the other materials can be obtained for free from dumpsites or discarded items at home. He also urges people who use candles in shacks to be very careful and to take extra measures to prevent fires. He says that his goal is to help people be safe, feel safe, and have peace of mind.



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Empowering future leaders: Insights from the Junior Council 2023/2024 Experience

Compiled by Eno Nangolo (Corporate Communication Intern)



As I conclude my time in the program, I reflect on my growth as a leader and look forward to applying these lessons in the future. I encourage other young people to join this program, as it could be the stepping stone to becoming the next Junior Mayor.

~ **Junior Mayor, Cllr Sylvia Shapumba, Grade 11, Windhoek High School.**

The Junior Councillors have been busy and productive during their term, which is ending soon. We asked them to share their thoughts and experiences from being part of the Junior Council program. Here are some of the insights they shared:



~ **Council Secretary, Cllr Christofina Magongo, Grade 11, Jan Mohr Secondary School.**



Being a part of the Junior Council for the past two years has been an honour and a privilege. I was taught leadership, hard work, commitment and to be involved in my community. I was part of various projects and initiatives that involve our communities, including our youth, and helping the city. Being able to help my community has been an honour.

~ **Deputy Junior Mayor, Yanessa de Oliveira, Concordia College**

From my initial days as an understudy to my current role as Junior Mayor, I've grown significantly. This program has instilled in me a sense of responsibility, honed my time management skills, and boosted my confidence. As Junior Mayor, I learned the value of leadership and humility. Despite the challenges of balancing academics with my duties, I managed to excel in both through efficient time management. My confidence has soared through this program, transforming me from a shy individual to a fearless speaker. My social skills have also improved, and I formed lifelong friendships with my fellow junior councillors.

Participating in the Junior Council was a transformative experience marked by the acquisition of crucial leadership skills, collaborative aptitude, and a heightened awareness of civic responsibility. It engendered dedication to effecting positive change within the community.



As the Junior Council's treasurer, I felt empowered and learned the importance of teamwork, leadership, and transparency. Our projects aimed at improving the City of Windhoek were rewarding, and the experience taught me the value of collective action in problem-solving, a lesson applicable beyond the council.

~ **Junior Council Treasurer, Cllr. Shericka Shifonono, Grade 11, Augustinium Secondary School.**

The junior council has been the greatest initiative that I have been part of so far. It has played a major role in my career guidance, leadership, and academics. I got to learn how to communicate with different people and has helped





enhance my leadership skills as well as my thinking skills. This initiative has introduced me to how things are done within the political arena. Although it has presented me with vast opportunities, I have faced some challenges, such as learning to balance my school work and other extracurricular activities, which was quite tricky at first but then eventually learned to cope with it. Lastly, I learned that being part of this initiative was not just to have fun and make friends, but to grasp every opportunity and use it to the fullest capacity, as not everyone gets a chance to have what you do.



~ Cllr Ndamonakwafi Teofelus, Grade 11, Ella du Plessis High School.



My time in the junior council of the City of Windhoek has opened my mind a lot as an individual. I learned to be selfless and how to be a leader. It has been such an amazing experience being around fellow intellectuals from all around Windhoek, coming together for a common cause, which is to make our city a more conducive environment. The more time I spent in the junior council the more I would see changes in my day-to-day life. Instead of being a follower, I saw myself leading, instead of littering I started cleaning up after people and never leaving a mess myself. Although my time as a junior councilor has come to an end, I will never stop trying to make the city a better environment.

~ Cllr Venoo Karaerua, Grade 11, DHP.



The Junior Council program was a transformative experience for me. It honed my leadership and teamwork skills, emphasized the importance of community service, and introduced me to the power of networking. Despite being introverted, I connected with many like-minded individuals, opening up new opportunities. I am thankful for the invaluable lessons and unforgettable memories from this program.

~ Cllr Basil Otsub, Grade 11, Amazing Kids Private School and Academy.



The Junior Council was truly a life-changing experience. I learned leadership skills which will help change my life forever, and it is amazing to see how this program changes so many young people, allowing them to make a difference in so many people's lives.

~ Cllr Zander van Wyngaard, Grade 11, Windhoek Afrikaanse Privaatskool.



Being involved in the Junior Council program taught me invaluable life skills and instilled a sense of civic responsibility. I learned the importance of effective communication, collaboration, and leadership while working with my peers to address community issues. The program deepened my understanding of local government and the power of grassroots initiatives. It also fostered a passion for public services and inspired me to continue making a positive impact in my community as I grow. My advice to future generations is to join the Junior Council, empower the City of Windhoek's youth, and together shape a brighter future for our city.

~ Cllr, Prince Ndeunyema, Grade 11, Cosmos High School.



The Junior Council program has been a transformative journey, teaching me about leadership and networking. It has been enlightening to learn from diverse perspectives and experiences, fostering positive interactions. The key takeaway has been understanding varied leadership styles and the role of a leader in serving people and driving change in communities. Be a leader who goes the way, shows the way, and knows the way.

~ Cllr. Francis Mukasa, Grade 11, Hochland High School.





City of Windhoek Celebrates New Year's Eve with "All White Party"

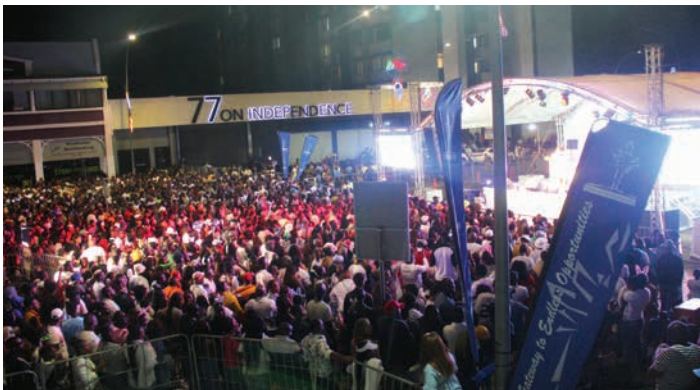
By: Taliya Luuli, (Corporate Communication Intern)



Top Cheri was the headline performer, welcoming the new year with an extraordinary performance.



Dj Castro and Dj Stizzo were on the deck



Independence Ave. was filled up by the New Year's Bash attendants.



The fireworks went off to welcome the new year.

The City of Windhoek hosted a grand New Year's Eve Bash for residents and visitors in collaboration with the Namibian Broadcasting Corporation. The "All White Party" event aimed to bid farewell to 2023 in style while also creating a safe and relaxing environment for everyone to enjoy the transition into 2024. The event took place on 31 December 2023, from 16:00 to 12:00 midnight, at the parking lot of the City of Windhoek's Headquarters on Independence Avenue. The turnout was massive, and the streets were buzzing with excitement and anticipation as residents painted the city white in support of the "All White Party" theme. Everyone, regardless of age, was welcome, and admission was free.

The entertainment lineup featured local artists from different music genres all over Namibia, including Sovita, DJ Stizzo, Bale Bale, Big Ben, 4x4 Too Much Power, Swart Baster, Taliza, James Om, Sesfikile, Yeezir, Ethnix, Top Cheri, and DJ Castro. Her

Worship, the Mayor of the City of Windhoek, Cllr. Queen Omagano Kamati, delivered an inspirational statement via a live video, urging everyone to reflect on the past year and encouraging them to actively participate in community initiatives to make a positive contribution in 2024.

The safety of all event attendees was critical to the event's success. As a result, Windhoek City Police, the Emergency and Disaster Risk Department, Namibian Police, and private security officials worked tirelessly to ensure everyone's safety and adequate parking. Residents were permitted to bring camping chairs and empty cooler boxes to the venue, which they could fill with snacks and drinks. While residents were not permitted to bring their food and beverages, there was a designated food and beverage booth inside the venue.

The entertainment began with DJ Stizzo

opening the floor at 6:00 PM, followed by Sovita breaking the ice with her celestial gospel music. Sefikile, a new artist but very popular with the younger audience, took the stage and pulled the crowd from their camping chairs with his dance moves and his catchy song "Topa laat ons gaan". Swart Baster, with his famous song "Ding Dong," took the audience back to the good old days, while Big Ben charmed them with his popular song "Moro Moro". 4x4 Too Much Power, known for their impressive West African dance moves, blazed the dance floor, followed by Yeezir, who charmed the audience with his "Ila Aspa" performance. Ethnix brought their afro-beat vibes to the stage, while DJ Castro got the crowd grooving to his amapiano beats. Top Cheri closed the show with a stunning cross-over performance, while the countdown and fireworks marked the start of the new year. Overall, the event was a great success, and the residents and visitors of Windhoek had a memorable New Year's Eve celebration in a safe and fun environment.



City of Windhoek's pre-paid electricity meter updating progressing well

By **Cillie Kapolo**, (Corporate Communication officer)

The City of Windhoek continues to make significant strides in the implementation of the Token Identifier (TID) rollover project. As of 8 January 2024, the city has successfully converted 21,914 of its 56,557 prepayment meters (PPM), marking a completion rate of 38.74%.

The TID rollover project is a global initiative necessitated by the impending expiry of the software that runs prepaid meters worldwide on 24 November 2024. The TID is used to determine if a token has already been used in a prepayment meter. After the deadline, all pre-paid meters must be updated by entering two special tokens. Failure to do so will result in the meters not accepting new credit tokens, leaving customers without water or electricity.

The City of Windhoek began the TID key change exercise in the Prosperita suburb and has since expanded to other areas. Out of the 25 suburbs in the City of Windhoek, 15 have been completed, which translates to 60% of the total suburbs. The current rate of the TID rollover progress is 200 PPM per day including weekends, which will ensure the Council converts all PPMs by the planned date of end June 2024.

Despite facing challenges such as network communication failures, access refusal, and lack of awareness among customers, the City of Windhoek has managed to maintain the pace of the project. The performance has doubled with the return of all team members after the festive season.

As the deadline approaches, the City of Windhoek is working hard to ensure a smooth transition for all its prepaid utility customers. As a result, the City urges all customers who have electricity pre-payment meters to cooperate and allow TID Rollover Field Officers access to upgrade their meters. These officers, identifiable by their CoW-branded Personal Protective Clothing and official identity cards, perform their duties per suburb every Monday through Friday between 08:00 and 19:00, with weekend operations taking place between 08:00 and 16:30.

The City's commitment to this project demonstrates its dedication to ensuring that no customer is left in the dark, and the City is working hard to complete the TID rollover project successfully.



Official team and vehicles

Navigating Water Supply Challenges: An update from NamWater and City of Windhoek on Central Namibia's Water Supply

By **Cillie Kapolo**, (Corporate Communication officer)

NamWater in collaboration with the City of Windhoek (CoW) issued a joint media release updating the consumers regarding the current water supply situation in the Central Area of Namibia (CAN).

The Central Area of Namibia depends on an integrated water supply system derived from Omatako, Von Bach, and Swakoppoort dams, supplemented by the Karst Aquifer, Windhoek Aquifer, and New Goreangab Water Reclamation Plant. Despite facing challenging conditions,

this integrated system has successfully ensured an uninterrupted water supply even during dry seasons.

Our team of experts consistently assesses water supply security, leading to the adoption of strategies during the 2023 stakeholders' workshop. Unfortunately, the ongoing dry spell, coupled with increased water consumption, challenges these strategies.

As of 22 January 2024, the dams' combined water level is at 22.2%,

compared to 39.9% in 2023. Given these circumstances, breaching two rainy seasons may be unlikely, posing potential repercussions for water supply in the CAN.

We urge stakeholders to adhere to Water Demand Management measures, as further measures may become necessary. Rest assured, NamWater and CoW are committed to monitoring the situation and taking every step to secure water supply to the CAN. Your cooperation is crucial in navigating these challenges.



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Over 100,000 followers stay connected with the City of Windhoek through social media

By Lydia Shifa (online communication officer)

The City of Windhoek has reached a milestone of having exceeded 100,000 followers across all our social media platforms. We have vibrant and active social media platforms where we connect with a community of 107,000 followers who are interested in our City's progressive agenda and development achievements.

In embracing technological advancement in our communication, the City of Windhoek uses social media to keep our residents informed and involved in the City's affairs. For example: residents can now watch

our monthly Council meetings live on our Facebook page and join the conversation by commenting their views and suggestions live. Residents can also catch up on other important events that we stream live on our Facebook page.

We value resident's feedback and queries on our services and projects. Hence they can reach out to us anytime on any of our social media platforms and we will respond as soon as possible.

To be part of our online community, follow our official social media accounts and never miss out on the

latest news and updates from the City of Windhoek. Our official social media handles are as follows:

 [/cowmunicipality](https://www.facebook.com/cowmunicipality)
 [/cowmunicipality](https://www.instagram.com/cowmunicipality)
 [/CoWmunicipality](https://twitter.com/CoWmunicipality)
 [/cowmunicipality](https://www.linkedin.com/company/cowmunicipality)
 [/cowmunicipality](https://www.youtube.com/cowmunicipality)

We all love our city and we want to see it thrive and prosper, so share our handles with fellow residents, and let's build our City through interaction. We can't wait to connect with you and hear your thoughts on our social media pages.

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



Message of Condolences on the Passing of The President of the Republic of Namibia, Dr Hage G. Geingob



It is with a heavy heart and deep sorrow that I extend our profound condolences on the passing of our esteemed Head of State, The President of the Republic of Namibia, Dr. Hage G. Geingob. His unwavering leadership and profound dedication to the Republic of Namibia have left an indelible mark on our nation.

During this difficult time of bereavement, our thoughts and prayers are with First Lady Madam Monica Geingos and President Dr. Hage Geingob's family, loved ones, and the entire Namibian nation as we collectively mourn this significant loss. May we find solace in reflecting on his enduring legacy and the positive impact he made on our beloved country.

May President Geingob's legacy serve as a source of inspiration for us all.

May his soul rest in eternal peace.

With deepest sympathy,

On behalf of Windhoek Municipal Council and entire residents,

Cllr. Queen O. Kamati
MAYOR OF WINDHOEK



Issued by:

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



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 [/cowmunicipality](https://www.instagram.com/cowmunicipality)

 [/CoWmunicipality](https://twitter.com/CoWmunicipality)

 [/city-of-windhoek](https://www.linkedin.com/company/city-of-windhoek)

 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
Department of Finance and Customer Service

REPORTING AN INCIDENT VIA SMS.

This platform should only be used to report incidents such as water leaks and pipe bursts (on the city's side), overflowing and blocked sewers, meter leaks and power outages etc.

How to report an incident.

Message format:
Report SPACE Type the incident you would like to report here. → send to **269600**

See below example:

- A fee of N\$0.40 for each SMS sent applies.
- 160 characters per SMS.

The message should contain the below:

- **Type of incident** (water leak, pipe burst, overflowing sewer or power outage etc.)
- **Erf or gate number**
- **Street name**
- **Suburb / location**

For any enquiries reach our Contact Centre on **061 290 3777.**

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City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



PUBLIC NOTICE

CONCERNS ABOUT OESTROGEN LEVELS IN WINDHOEK WATER

4 January 2024

The social media post "Oestrogen in Windhoek water leads to rise in HOMOSEXUALITY" is misleading and inaccurate. Windhoek has been a global leader in water reclamation for more than five decades, ensuring the highest standards of water quality and safety.

The Gammams Water Care Works Wastewater Treatment Plant (GWCW WWTP) employs a rigorous approach, utilizing mechanical, physical, and biological treatments to elevate water reuse. The New Goreangab Water Reclamation Plant (NGWRP) also employs advanced multiple-barrier technology, guaranteeing top-tier drinking water quality.

The city's water safety relies on four pillars:

1. GWCW WWTP optimization
2. NGWRP's multiple-barrier treatment
3. Monitoring via an accredited laboratory
4. Blending reclaimed water with surface and underground sources.

Scientific Services, the city's accredited lab, diligently analyzes parameters like Endocrine Disrupting Chemicals (EDCs), including oestrogen forms like Estrone and Estradiol. The data indicates a remarkable 95% reduction in Estradiol levels during GWCW WWTP treatment, followed by a further 50% decrease via NGWRP processes, resulting in a final water concentration of 6 pg/ml.

This efficiency is outlined in the table below:

Point	Estradiol (pg/ml)	% removal
GWCW WWTP Inlet	231	-
GWCW WWTP Effluent	12	95
NGWRP Final	06	50

Notes:

1. pg (picograms) = 1×10^{-12} grams.
2. The acceptable daily intake (ADI) for Estradiol hasn't been universally established, but the general long-term ingestion limit is $1.7 \mu\text{g/l}$ (1 700 000 pg/l).
3. Estradiol is found in various water types and occurs naturally in some foods.
4. The city's drinking water meets safety standards, with Estradiol levels posing no risk of endocrine disruptions.

The drinking water in Windhoek meets the World Health Organization's standards for oestrogen levels and does not pose any health risk to the population. Oestrogen in water has no scientific link to sexual orientation or behavior. While it is understandable that people may have worries about oestrogen's effects, they can trust that Windhoek's water treatment is effective and ensures that their drinking water does not contain levels of oestrogen that could lead to the alleged health effects of feminization or infertility.



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City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



PUBLIC NOTICE

Beware of Electricity Meter Fraud

18 January 2024

The City of Windhoek has noticed a concerning trend of fraudsters who are posing as City officials and offering customers the chance to bypass their electricity meters in exchange for a fee. This is a fraudulent scheme and we urge the public to be vigilant and not fall for it. Our staff are responsible for ensuring that all meter points are correctly metered and that the Council receives its due revenue.

Customers who participate in such activities are breaking the law and will face legal consequences. It is a serious crime to bypass electricity, tamper with an electricity meter, or connect to an illegal electricity source. The minimum penalty for this offence is N\$16,000.00 which can also lead to a criminal case being laid against the culprit.

If you suspect that someone has interfered with your electricity meter, please contact the Customer Contact Centre at 061 290 3777. You can also report any illegal electricity connections to the City Police at 061 302 302 or SMS 4444.



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/cocommunicability



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/CoWMunicipality



/city-of-windhoek



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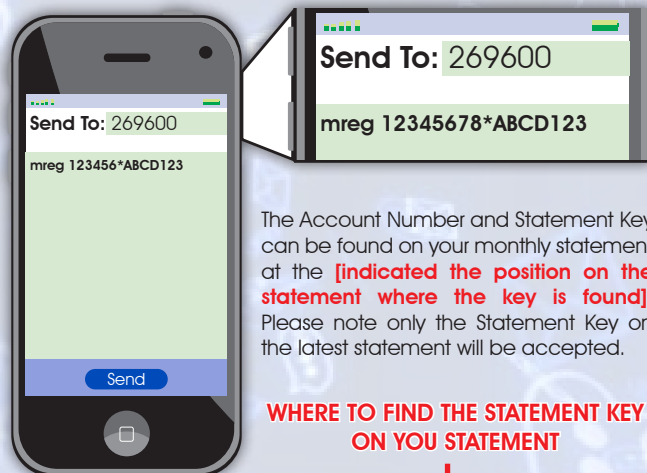
SELF-READING (SMS)

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

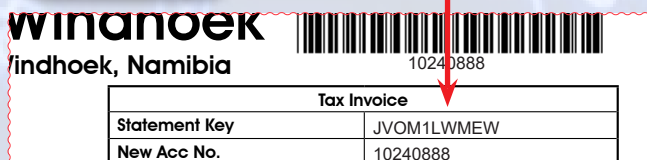
You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269600. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

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.

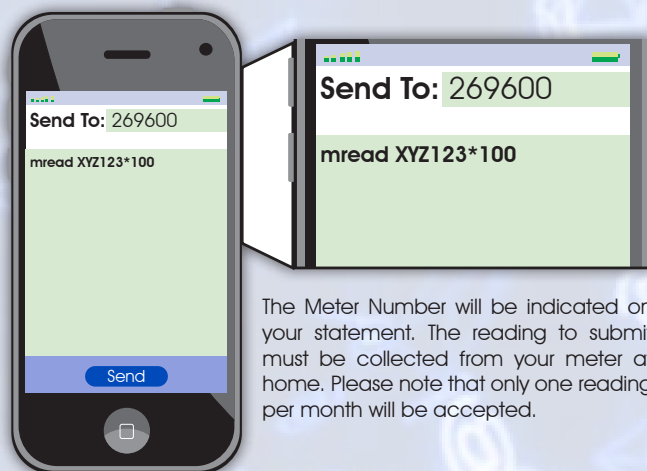
WHERE TO FIND THE STATEMENT KEY ON YOU STATEMENT



2. Reading Submission

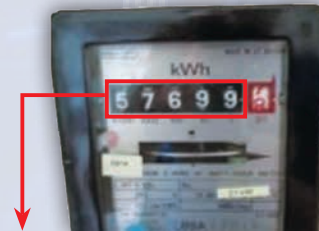
Once your cell phone number is registered to an Account, you are eligible to submit your monthly reading by sending an SMS to 269600. Send separate SMSes for water & electricity readings.

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.

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Aloe "seen around"



Her Worship, the Mayor of the City of Windhoek Cllr. Queen Kamati, hands over food parcels to the elderly for the annual Elders' Luncheon.



The 2023 Christmas Market team spotted around the market



His Worship, Deputy Mayor of the City of Windhoek, Cllr. Joseph Uapingene donated food to Mamakhai Hangara and the children of the household.



Big Ben and Esme delivered a beautiful performance at the City of Windhoek Performance Awards.



Residents turned up in numbers for the New Year's Bash.



Top Cheri did the new year countdown with an amazing performance.

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



A united Windhoek!
A nostalgic look back at the electric atmosphere as Windhoek residents gathered to rally behind our Brave Warriors in live AFCON matches. A celebration of community spirit and unwavering support for our national team.

