

# OFFICE OF THE CHIEF EXECUTIVE OFFICER

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*The Gateway to Endless Opportunities*

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## MEDIA RELEASE

Thursday, 27<sup>th</sup> February

### Clarification on the Disconnection of Electricity for Mr. Petrus Eiseb

The City of Windhoek acknowledges concerns raised following a social media post by the Namibian Broadcasting Corporation yesterday regarding the disconnection of electricity for one of our clients, Mr. Petrus Eiseb. We wish to provide context and clarity on this matter as follows:

Mr. Eiseb's electricity supply was disconnected due to outstanding arrears of N\$ 4,300 00, in line with the Council's Credit Control Policy which stipulates that any municipal account that remains in arrears for more than 30 days is subject to disconnection to prevent further accumulation of debt. In this case, Mr. Eiseb's account had been in arrears for over 60 days. This policy aims to promote responsible debt management and helps prevent the accumulation of unmanageable debts, as it remains the civic duty of all residents to settle their municipal accounts. Mr. Eiseb debt was cleared during the 2024 Debt Write-Off exercise to the tune of N\$10,000 which was fully written off. Mr. Eiseb's electricity supply has since been restored following his visit yesterday to the City to make a payment agreement regarding his outstanding municipal account.

It is important to note that the City of Windhoek manages over 80,000 municipal accounts and given this volume, we are unable to independently track individual circumstances of all customers, including their medical conditions, unless they are formally communicated to us. In this case, the City was not aware of Mr. Eiseb's medical condition until it was brought to our attention by the media. We encourage residents with critical medical needs to engage with the City's Credit Control Division to explore available options under the Council's Indigent Policy.

As a caring city, we remain committed to enhancing the quality of life for all residents, including vulnerable individuals, through the efficient and effective delivery of municipal services. However, residents must proactively inform the City of their circumstances to enable us to provide appropriate support. We believe that constructive dialogue is the best approach to addressing concerns and finding practical, sustainable solutions.

We appreciate the role of the media in keeping the public informed. However, we urge journalists to uphold the principles of factual and balanced reporting to prevent unnecessary public distress and ensure an accurate representation of the City's commitment to service delivery.

For more information about this statement, please contact our Corporate Communications Section at Tel.: 061 290 3797, or email: [cowcommunication@windhoekcc.org.na](mailto:cowcommunication@windhoekcc.org.na)

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**ISSUED BY:**

**City of Windhoek**  
**OFFICE OF THE CHIEF EXECUTIVE OFFICER**  
**Corporate Communications, Marketing, and Public Participation**

*All official correspondence must be addressed to the Chief Executive Officer*