

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

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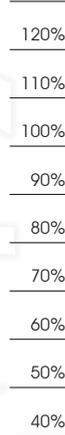
MONTHLY WATER WATCH

November 2024

This month's water consumption is

14% OVER

target:



114%

CONSUMPTION TARGET

MONTHLY CONSUMPTION



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

City of Windhoek representatives with partners after signing two strategic agreements in education and air travel. More information can be found on page 9.





focused on the localization of the SDGs (Sustainable Development Goals). One key highlight was a presentation by UN-Habitat, which emphasized Namibia's ongoing efforts and challenges in localizing these global goals. While there is still much work to be done, Namibia's progress is commendable. According to the 2023 SDG Index, Namibia ranks 98th out of 167 countries with a regional average of 66.5%. Notably, Namibia has excelled in goals 4: Quality Education and 5: Gender Equality, which is a testament to our collective efforts. However, we still need to do more on others, more particularly on Goal 11: Sustainable Cities and Communities, where further progress is needed.

To avoid the above, I urge all residents to settle outstanding debts before the year's end, ensuring continued, uninterrupted service delivery. When municipal bills are paid on time, it benefits us all. As residents, you can enjoy the peace of mind that comes with knowing your services are secure. For us as a service provider, it ensures that we can meet our own financial obligations and continue to deliver essential services.

As we approach the festive season, let us all embrace the spirit of giving and kindness. Extend a helping and caring hand to those in need, and be mindful of safety as you travel. Please abide by traffic rules and regulations, ensuring a safe journey for yourself and others. May you enjoy the season with your loved ones, and return refreshed and ready to help take our great city to even greater heights.

By God's grace, we look forward to reconnecting in 2025.

Lydia

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 cowcommunication@windhoekcc.org.na.

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Editorial

Dear Esteemed Residents,

Welcome to our last issue of Aloe for 2024.

As the year draws to a close, it offers us an opportunity for reflection. The year began on a somber note with the loss of our former President, His Excellency Dr. Hage Geingob, a leader fondly known as the "People's President." However, we were presented with an important opportunity to exercise our democratic rights by participating in the Presidential and National Assembly elections on the 27th of November 2024. Namibia, the Land of the Brave, continues to move forward with resilience. Congratulations to our President-Elect, Her Excellency Dr. Netumbo Nandi-Ndaitwah, who will serve as the fifth President of Namibia.

Our vibrant city continues to host a wide range of local and international events, affirming Windhoek as a destination of choice. One such notable event was the Namibian Association of Local Authorities (NALAO) 21st Annual General Meeting and Conference 2024, held from 20 to 22 November 2024, under the theme "Inspiring Excellence in Public Sector Leadership for the Attainment of Social Development Goals 2030 – Empowering Local Heroes for Global Impact."

NALAO provides a platform for all 57 Local Authorities across Namibia to engage in impactful discussions on sustainable development and leadership excellence. I was fortunate to attend some of the sessions, and I was both impressed and inspired by the unique challenges faced by various local authorities. More importantly, I was deeply encouraged by the skills and expertise demonstrated as these authorities confront challenges head-on. The theme of this year's NALAO conference

During his keynote address, Honourable Erastus Utoni, Minister of Urban and Rural Development, spoke frankly about the difficulties local authorities face in providing essential services to residents. Drawing on his experience as a former mayor and now sector Minister for Urban and Rural Development, he emphasized the need for local authorities to prioritize urgent issues, innovate, collaborate, and strengthen networks to share knowledge and resources. Minister Utoni also highlighted his ministry's efforts to support local authorities, including the launch of the revised National Housing Policy and its Implementation Action Plan in July 2024, aimed at improving housing access and socio-economic conditions for both urban and rural residents.

Windhoek, as both the host and a key player, also stood out during the conference. Our Chief Executive Officer, Mr. Moses Matyayi, who is also the President of NALAO, has been vocal about the challenges faced by local authorities, especially at the grassroots level. One critical issue he frequently addresses is the collection of municipal debts. Unfortunately, some residents attempt to create their own terms for paying what they owe, even though the services have already been provided. Let us pause and consider: what would happen if local authorities ceased to function? The chaos would be unimaginable.

In light of this, I would like to recognize Windhoek's role as both the host and a key contributor to the success of this conference. Our Chief Executive Officer, Mr. Moses Matyayi, who also serves as the President of NALAO, has consistently advocated for the needs of local authorities, especially regarding the importance of debt collection. Unfortunately, many residents continue to negotiate their own terms regarding payment for services rendered. It is crucial that we recognize the vital role local authorities play in maintaining public services. Imagine a day when the local authority no longer functions chaos would ensue.



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Mayor's corner

Under this section we bring you the voice of our city's leadership. This column features highlights of the latest announcements, speeches, and statements from the Mayor, providing valuable insights into the vision, plans, and actions that are shaping our community. Stay informed and engaged as we navigate the path of growth and development together, under the guidance of our Mayor.

Dear Residents,

As I reflect on my tenure as the Mayor of the City of Windhoek, I am filled with immense gratitude and pride for the opportunity to serve this vibrant community over the past year. It has indeed been a busy and productive year, during which we gained momentum on several projects, including community outreach initiatives supported by our Junior Council and international partners. Allow me to share some of the key highlights from my year in office."

The African Mayoral Leadership Initiative (AMALI): The City Leadership Forum, held at the University of Cape Town earlier this year, is a partnership between the African Centre for Cities and the UK-based charity Foundation Big Win Philanthropy. The Mayoral legacy goal for Windhoek focused on the provision of basic sanitation to improve the dignity of our residents, particularly those residing in informal settlements. I am very proud of the progress made under this initiative and believe the good work will continue under the leadership of the new Mayor. I encourage the new leadership to build on this legacy and establish complementary focus areas and a legacy goal for 2025.

AfriFOODlinks Consortium: I participated in this consortium, which brought together African and European cities to discuss food system transformation. Urban agriculture is crucial for food security, wealth creation, job creation, and poverty alleviation in cities. Addressing the water-energy-food nexus in the context of climate change requires close cooperation among local, national, and international stakeholders to meet the diverse needs of affected communities.

Food security, in its simplest form, means ensuring that all people have continuous physical, social, and economic access to sufficient, safe, and nutritious food. Food insecurity occurs when people lack access to adequate food, essential for normal growth, development, and a healthy life. This issue often results from unavailability, insufficient purchasing power, inappropriate distribution, or inadequate utilization of food. We must continue engaging one another to secure sustainable food systems.

Affordable Housing Programme and Informal Settlement Upgrading: Significant progress was made on these projects, which have greatly contributed to improving the livelihood and dignity of our residents. Moving into the 2025 term, I look forward to witnessing the handover of more housing units, working alongside our partners from the Ministry of Urban and Rural Development, the Khomas Regional Council, and NHE.

High Mast Lights Installation: The installation of high mast lights in various informal settlements was a key highlight in providing basic services. As we move forward with the 5-year electrification plan, I hope to see more such installations implemented. Ensuring safe neighbourhoods, especially for women and children, and providing basic services with a broader socio-economic impact must remain a priority.

Community Outreach Efforts: Clean-up campaigns that spanned nearly three months demonstrated our collective commitment to maintaining a clean and healthy environment. These campaigns would not have been successful without the unwavering support of Council members and the leadership of our Chief Executive Officer, Mr. Moses Matyayi. However, I urge officials to consistently implement effective cleaning and waste disposal strategies across all formal and informal areas. Windhoek must strive once again to be the cleanest city on the African continent.

Renaming of Colonial Buildings: This milestone represents an important step in reclaiming our history and honoring those who shaped our city. In particular, we renamed a building in honor of Chief Abraham Kotokeni Kanime, the founder of the City Police Services, whose dedication transformed the city's security landscape.

First Annual Windhoek City Kapana Festival: This event, which took place recently, invited everyone to celebrate and experience Windhoek's unique culture through its rich and delicious meat Flavors. Such platforms create opportunities for economic profit and cultural enrichment for our diverse community. I eagerly anticipate next year's festival.

Participation in the 4th SDGs Networking Meeting and German-Namibian Municipal Partnerships: The City of Windhoek Mayoral Delegation participated in the 4th SDGs Networking Meeting and visited Berlin, Mannheim, and Bremen. These visits were instrumental in strengthening partnerships through high-level engagements and strategic discussions. Key activities included courtesy calls on various German Mayors and officials, as well as site visits to sustainable and innovative facilities. These engagements provided valuable insights into vocational training, urban development, and youth engagement.

During the Strategy Review in May 2024, Council approved the City of Windhoek's SDGs localization program. I am confident these partnerships will continue to foster sustainable development in line with the agenda 2030 UN SDGs.

Finally, I extend my heartfelt gratitude to the Honourable Governor of the Khomas Region, the Chairperson of the Khomas Regional Council Management Committee, all Regional Councillors, and the Chief Regional Officer for their collaboration. I also thank the outgoing Deputy Mayor, His Worship Joseph Uapingene, the Chairperson of the Management Committee, Councillor Bernardus Araeb, and all Local Authority Council Members for their support.

To the residents of Windhoek, community leaders, and Constituency Development Committees, I deeply appreciate your confidence in me and your dedication to the City's developmental agenda. To the Chief Executive Officer, Mr. Moses Matyayi, and all administrative staff, thank you for your unwavering support during my term in office.

As I conclude my address and submit the Mayoral Report for 2024, I leave you with these wise words from a Ghanaian proverb: "One head alone does not go into council." Indeed, it takes collective efforts to succeed. I commend the dedicated teamwork and commitment of Council Members and officials. For that, I am truly grateful.

Queen O. Kamati
Mayor of the City of Windhoek



E-mail: cowcommunication@windhoekcc.org.na

City Police Building Renamed in Honor of Chief Abraham Kotokeni Kanime

By: **Anna Shiimi**, (Communication Intern)



Outgoing City of Windhoek Mayor councillor Queen Omagano Kamati together with other City of Windhoek Councillors hands over a Certificate of appreciation to retired City Police Chief Abraham Kotokeni Kanime

The Windhoek City Police building was officially renamed from PA De Wet to Chief Abraham Kotokeni Kanime, honouring the first and former Chief of the City Police since its establishment in 2004. The ceremony coincided with the 18th anniversary of the Windhoek City Police Service, marking nearly two decades of dedicated service to the safety and security of Windhoek.

In his welcoming remarks, City of Windhoek CEO, Moses Matyayi expressed gratitude to attendees for taking the time to join this significant event. He highlighted the renaming as a tribute to Chief Kanime, a remarkable leader and hero of the liberation struggle whose sacrifices laid the foundation for the safety, security, and progress of Windhoek and Namibia. Matyayi praised Chief Kanime's unwavering commitment and the solid foundation he established, which continues to shape the city's security surrounding, even in the face of challenges. He urged attendees to celebrate the contributions of the City Police and to feel at home during the event.

Windhoek Mayor, Councillor Queen Omagano Kamati, delivered her keynote address, emphasizing the historical importance of renaming the building. She honoured Chief Kanime's leadership, courage, and vision, which have left a lasting impact on the city's safety and unity. As we reflect on the progress made,

we honour the legacy you began during your tenure. Your contributions continue to inspire and shape the future of the Service, she stated.

City Police Chief Leevi Ileka also reflected on the evolution of the City Police under Chief Kanime's leadership, particularly the technological advancements that now supports public safety. He highlighted the deployment of strategically placed surveillance cameras across the city, which serve as vigilant guardians by capturing critical evidence, deterring crime, and promoting a safer environment for residents and visitors.

However, Chief Ileka reminded the audience that technology alone is not enough to address complex challenges. The true strength lies in collaboration with the community, he emphasized, urging collective effort to ensure safety. He quoted, "You can't achieve anything without us, yet nothing is possible with us," emphasizing the importance of partnership between the police and the public.

He further elaborated on the advanced surveillance system, which allows the City Police to monitor every corner of Windhoek, including remote areas like riverbeds. The technology enables real time tracking of criminal activity, identification of suspects, and even vehicle

tracking through license plate recognition. Chief Ileka assured the public that even in the absence of physical officers on the ground, the City Police remains vigilant through its technological capabilities. He also extended appreciation to the security cluster colleagues for their collaborative efforts in maintaining safety in Windhoek.

The renaming of the City Police headquarters is a fitting tribute to retired Chief Abraham Kotokeni Kanime, celebrating his legacy and the enduring impact of his leadership. His contributions have left an indelible mark on the city's safety and progress, inspiring current and future generations to continue striving for a secure and united Windhoek.



Outgoing Windhoek Mayor Cllr. Queen Omagano Kamati and Retired City Police Chief Abraham Kotokeni Kanime proudly unveil the inauguration plaque of the newly renamed PA De wet City Police building, marking a significant milestone in the City of Windhoek's history.



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Tura United Samora and Sweet Berries Clinch Victory at the 2024 City of Windhoek Kasi Cup

By **Cillie Kapolo** (Corporate Communication Officer)



Nothing beats the energy of true fans! Fans are out in full force, showing love and support for their favorite teams during the Kasi Cup Tournament



Sweet Berries emerged as champions by defeating Otjomuise NC



Congratulations to the Kasi Cup champions, Tura United, who triumphed over Zulu United with a 3-0 victory in the finals



The top player of the tournament Matheus Shiwoombili from Zula United Goreagab, with Kasi Cup officials from the City of Windhoek and Omunlunga Radio respectively

The Tura United Samora soccer team emerged as the champion of the 2024 City of Windhoek Kasi Cup after a thrilling final match against Zula United Goreagab. This highly anticipated event recently took place at the John Ya Otto Stadium in Wanaheda, where both teams demonstrated exceptional effort, but it was Tura United Samora that ultimately secured the title. In the third-place playoff, Genius Samora claimed a great position, rounding out a competitive tournament.

In netball, Sweet Berries triumphed over Otjomuise NC in the final, earning the championship title. Their impressive performance on the court secured them the top spot, while Samora Beauties finished in third place after a closely contested match.

The City of Windhoek Kasi Cup is an annual tournament that has been held since 2011, bringing together soccer and netball teams from informal settlement

communities around Windhoek. Organized by the City of Windhoek, the event aims to engage youth from these communities in sports, providing them with the opportunity to showcase their talents, foster unity, and promote a healthy, active lifestyle.

The tournament was played in a spirited and respectful manner, with spectators from various communities, including Goreagab Dam, Mix, Greenwell Matongo, 7de Laan, 8ste Laan, Oshitenda, Okahandja Park, and Havana

Several individual performances stood out during the tournament. Hiruke Uueziua from Tura United, lindombo Petrus from Okahenge United Mix, and Haikali Benediktus from Genius Samora were named the top goal scorers, each showcasing incredible skill in front of goal. Edward Pedro of Tura United won the Best Goalkeeper title for his outstanding contributions, while Matheus Shiwoombili of Zula United was honoured as the Player

of the Tournament, highlighting his all-around excellence on the field. The most disciplined player award went to Thomas Jeremia from Genius Samora.

The overall champions in both soccer and netball received N\$5,000 along with gold medals, while second-place finishers earned N\$3,000 and silver medals. Third-place teams were awarded N\$2,000 and bronze medals, ensuring that all participants were recognized for their hard work and dedication.

The success of the City of Windhoek Kasi Cup was made possible thanks to the generous support of sponsors, including Omunlunga Radio, Coca-Cola, and OTB Sports. Their contributions helped make the event a resounding success. With its focus on youth development, community engagement, and the promotion of sports in Windhoek's informal settlements, the Kasi Cup continues to exemplify how sports can unite and inspire local communities.





Understanding Your Municipal Statement: A Guide for Windhoek Residents

By: **Anna Shiimi**, (Communication Intern)

Each month, homeowners and residents of Windhoek receive a municipal statement from the City of Windhoek, detailing various charges and services provided by the Council. However, many may find themselves puzzled by the line items on the statement, unsure of their purpose or meaning. This article aims to explain the municipal statement, breaking down each component to help you better understand what you are paying for and how these charges contribute to maintaining and improving our city's services. Empowering yourself with this knowledge can enhance your financial planning and strengthen your connection to the essential services that keep Windhoek running smoothly.

What is a Municipal statement?

A municipal statement is an official document issued by the Municipality (City of Windhoek) that details the account charges for services rendered to residents or businesses, this statement includes various municipal services such as water, electricity, sewage, waste management, refuse bins and and property taxes

The purpose of a municipal statement for a client

The primary purpose of a municipal statement is to provide clients with a detailed summary of their municipal account, including charges and payments and any outstanding balances. This statement allows clients to remain informed about their financial obligation to the municipality and gain a clear understanding of the costs of services like water, electricity, sewage, waste management, refuse bins and and property taxes. By providing this information, the municipality statement assists clients in making timely payments

The Importance of checking and understanding your statements

Regular checking and understanding statements are crucial for clients to ensure billing accuracy, prevent interest charges and identify any discrepancies or unusual charges. Reviewing statements also assist clients in better budgeting by providing insight into their monthly expenses, allowing them to make timely payments and maintain good standing with the municipality

Information found on your statements and the benefits

Municipal statements usually include the client's account balance, payment history, current and previous charges, due dates, and usage details (e.g., water or electricity consumption). This information allows clients to monitor their usage, early detection of any potential billing issues, and manage their consumption to reduce costs effectively.

What are Property Rates?

Rates levied and paid by the owners of any rateable property within in a local authority area as as prescribed by the Local Authority Act 23 of 1992 as amended. These charges vary from property to property based on the value of the Property.

When is Rates and Taxes payable?

Rates are payable monthly, as a property owner it is important to ensure that the City of Windhoek has your updated personal information so that you receive your account promptly.

Definitions of terms for the municipal statement:

Vacant land: means immovable property which is unimproved or vacant until such time as it became developed or improved. It is charged on ground value and availability services such as sewer, electricity and water because of the infrastructure provided by the municipality. The services have been made available and it is for you to utilize them

Residential property: means a dwelling, which forms a living unit

Consent use: The purpose for which land may lawfully be used

Site value: means value of the land
Improvement value: means value of the structure

Back charges: refer to a debit adjustment made on a debtor's account.

Monthly rates: mean the rates levied on a property on a monthly basis as set out in section 76(1) of the Act.

Sewerage (Flats/Town Houses): It is a fixed charge, the charge is based on the property size.

Fire Brigade: It is a fixed charge applied

in the event a fire incident occurs, this fee is levied on both residential and non-residential properties regardless of whether vacant or non-vacant, and is determined based on the size of the property

Basic sewer availability: This is a fixed fee that covers the availability and maintenance of the sewer infrastructure for a property. It ensures that the necessary sewer system is in place, even if the property does not use the sewer system to its full capacity. The charge applies to all properties that are connected to the sewer network, and it helps fund the ongoing infrastructure and service maintenance, regardless of actual usage.

Sewer Interim: It is an estimated charge applied when no water readings are recorded.

Basic Water Availability Charge: This refers to a fixed charge that ensures access to water infrastructure for a property, regardless of how much water is consumed. It covers the costs of maintaining and operating the water supply network, including pipelines, treatment plants, and other related infrastructure. Even if a property uses very little water, the charge ensures the continued availability of water services.

Basic Electricity availability: This is a fixed charge that ensures a property is connected to the electricity grid and has access to electrical services. Similar to the water availability charge, it helps cover the costs of maintaining and upgrading the electrical infrastructure, including power lines, substations, and distribution networks. The charge is typically applied to all properties that are connected to the electricity grid, regardless of the level of electricity consumption.

Duplicate charge: the fee is applied to the client's account when a request is made for another invoice after the original has already been sent to the client

Prepaid water, prepaid electricity and its benefit: Prepaid electricity and water make life easier by letting you pay upfront, control how much you use, avoid surprise bills or extra fees, and recharge anytime, and avoid unpaid bills.

Interest on VA: Interest on Rates and Taxes
Building clause: It is a penalty fee imposed on land that remains undeveloped for two or more years after its purchased





1. Rates Windhoek Site: It is land levy and paid by the owners of any rate able property in the Local Authority area and charges is based on the property's value. The land charge is outlined in Section 73 of the Local Authority Act 92 of 1992.

2. Rates Improvement: It is improvement levy and paid by the owners of any rate able property in the Local Authority area. Charges are calculated based on the improvement value of each property. The improvement charge is outlined in Section 73 of the Local Authority Act 92 of 1992.

3. Waste management charge: means the monthly charge as set out under the Council's Waste Management Regulations 16 of 2011 payable in respect of an erf and it is the responsibility of each property owner to pay such charge, it covers the cost of waste management services rendered such as the provision of waste disposal sites, sweeping of streets, cleaning of public and open spaces, rivers and removal of illegal dumped refuse

4. Sewerage Domestic: This refers to a fee that residential households pay for the collection, treatment, and disposal of their wastewater or sewage. The fee is typically based on the amount of water used or the size of the property. The charge helps to fund the maintenance and operation of the sewer system, ensuring that wastewater from homes is treated and safely disposed of.

4. Sewer Non-Domestic: refers to wastewater discharged into the sewer system from non-residential properties such as businesses, factories, schools, hospitals, or other commercial and industrial establishments. This type of sewage typically differs from domestic wastewater, as it may contain higher concentrations of pollutants, chemicals, or other substances requiring more extensive treatment.

The associated charges for non-domestic sewer services are usually higher than for domestic ones, reflecting the increased cost of treating and managing the more complex waste. These charges ensure that the sewer infrastructure is adequately maintained and the wastewater is treated to meet environmental and health standards. This charge is based on 85% of your water consumption.

5. Refuse Removal: It is a fixed charge that covers the removal and emptying of green bins

6. Interest on arrears: Interest on all services, excluding the Rates and Taxes

7. Basic Water: A fixed monthly fee charged for the availability of the water service. Basic fees are charged regardless of whether water is consumed or not.

8. Water Consumption: The amount charged for water used or consumed over the specified period.

9. Basic Electricity: A fixed monthly fee charged for the availability of the electricity service. A basic fee is charged, regardless of whether electricity is consumed or not.

10. Electricity Consumption: The amount charged for electricity used or consumed over the specified period.

Page 1 of 1

City of Windhoek

P.O. Box 59 Windhoek, Namibia

CUSTOMER C
PO BOX 59
WINDHOEK

0000
VAT Reg Number:

Tax Invoice

Old Acc No.	
New Acc No.	01234567
Vat No.	06456057-01-0
Tax Invoice No.	20150510123456
Statement Key	3W5E1120WJ8GH
Statement Date	2015/05/23
Group Account No.	
Reference	
Due Date	2015/06/15

Description	VAT Charges	Amount (VAT excl)	Amount (VAT incl)
BALANCE B/FWD	0.00	1953.12	1953.12
2015/04/30 RECEIPT 0821426001	0.00	-1953.12	-1953.12
GROUND RATES WINDHOEK SIT	0.00	383.88	383.88
IMPROVE RATES WINDHOEK SI	0.00	133.06	133.06
ELEC CONSUMPTION DOMESTIC	0.00	507.30	507.30
WATER CONSUMP DOMESTIC	0.00	283.23	283.23
REFUSE REMOVAL 1 X WEEKLY	0.00	88.65	88.65
WASTE MANAGEMENT DOMESTIC	19.60	130.67	150.27
SEWERAGE DOMESTIC	0.00	161.14	161.14
BASIC ELECT DOMESTIC	0.00	214.20	214.20
BASIC WATER 20 MM	0.00	74.43	74.43
ELEC CONTROL BOARD LEVY	0.00	6.68	6.68
NATIONAL ENERGY FUND	0.00	4.81	4.81
Total Amount Due:			2007.65

Arranged	120 Days Plus	90 Days	60 Days	30 Days	Current	Amount Due
6	0.00	6	0.00	6	0.00	2007.65
					2007.65	2007.65

Message: WOULD YOU LIKE TO VIEW YOUR STATEMENT ONLINE? THEN KINDLY SEND YOUR REQUEST TO: ENQUIRY@WINDHOEKCC.ORG.NA OR CONTACT 061-2902222 TO REGISTER. Please find the City of Windhoek Newsletter online at <http://www.windhoekcc.org.na/news.php>.

Property Information

Erf Number	00000000012340000000000000
Township	WINDHOEK/WINDHOEK BLOCKS
Street Address	10 OUTEN STREET
Portion	
Area	1049m ²
Unit	

Valuation

Ground Value	Improvements	Penalty	Total Value
420000	282500	0	702500

Electricity and Water Deposit

Electricity	Water	Guarantee
65.00	0.00	0.00

KINDLY TEAR OFF AND RETURN WITH PAYMENT

01234567

NAME	DUE DATE	2015/06/15
CUSTOMER C	NEW ACC NO	01234567
REMITTANCE ADVICE	AMOUNT	2007.65

City of Windhoek
P.O. Box 59, Windhoek, Namibia

SEE REVERSE SIDE FOR IMPORTANT INFORMATION



Latvian Delegation Explores Collaborative Opportunities with the City of Windhoek

By Anna Shiimi (Communication Intern)



The Latvian delegation and City of Windhoek officials gathered for a group photo after the fruitful discussions on potential collaboration.

The Office of the Mayor recently received a distinguished Latvian delegation on a courtesy visit, with discussions focused on potential areas of collaboration and knowledge exchange between Namibia and Latvia. The delegation included Ms. Mudite Juhna, Secretary-General; Mr. Davids Valters, Advisor on Legal Matters; and Ms. Celita Kiese, Advisor on Foreign Affairs. They were escorted by the President of ALAN, Mr. Samuel !Oe-Amseb, along with Ms. Maureen Kambala and Ms. Angeline Mwandangi, both administrative officers from ALAN's office.

Deputy Mayor Councillor Joseph Uapingene welcomed the Latvian visitors to Namibia and to the City of Windhoek. Latvia is located on the east coast of the Baltic Sea in northeastern Europe and has a population of around two million. The country, which has a long history of German influence, consists of several municipalities, with its capital city, Riga, as the central hub. Latvia's local government structure includes three major municipalities, ten additional municipalities, twenty-six town councils, and eighteen village councils.

The Latvian delegation's visit was to explore potential collaboration opportunities with Namibia, building on similar partnerships

Latvia has formed with countries such as Moldova. This mission aims to learn about governance, service delivery, and the organizational structure of Namibian local governments. Namibia is a beautiful country, and we're certainly enjoying the sunny weather, commented a delegation member, noting how the warmer climate contrasts with Latvia's rainy season. They also expressed admiration for the City of Windhoek's services, specifically its ambulance and electricity services, which are managed by the state in Latvia. In contrast, Latvian municipalities focus on waste management, social grants, and school transport. The Latvian municipalities derive most of their income from residents' income tax, with 80% of an individual's tax directed to their home municipality and 20% allocated to the national government.

Deputy Mayor Councillor Uapingene expressed gratitude for the delegation's visit and remarked on the mutual benefits of potential collaboration. He praised the delegation as a group of experts with valuable insights, noting that their contributions would be welcomed in the City of Windhoek, the central hub for Namibian municipalities.

The delegation had conducted preliminary research, discovering that

Latvia and Namibia share some unique similarities, such as the Christur Kirke landmark and the fact that both nations gained independence in 1990.

Before departing for another engagement, Councillor Uapingene received a gift from the Latvian delegation and witnessed their signing of the City's visitor's register. Strategic Executive for Housing, Property Management & Human Settlement Acting CEO at the time Mr. Fanuel Maanda continued the discussions, which included an overview of the City of Windhoek's structure presented by Mr. Archie Nikanor, Strategic Executive for Human Capital and Corporate Service.



Ms. Mudite Juhna signing the visitor's books whilst the Cllr Joseph Uapingene and Mr. Davids Valters look on.



City of Windhoek signs two strategic partnerships in education and air travel

By Lydia Shifa (Communication Specialist)



Officials from both institutions Namibia Airports and the and City of Windhoek Company after the signing of the memorandum of Understanding.

The City of Windhoek has recently signed two important Memorandums of Understanding (MoUs) with Welwitchia University and the Namibia Airports Company (NAC). These MoUs will strengthen collaboration and foster mutual development in education, infrastructure, and innovation, which will significantly impact the city's growth and strategic initiatives.

Speaking at the joint signing ceremony held at the City of Windhoek, Windhoek Mayo Cllr Queen Kamati said the MoU with NAC is more than just an agreement, it is a commitment to developing an efficient, safe, and sustainable transport network that serves both our residents and visitors. This agreement focuses on key areas of Emergency Preparedness, land-use management, environment and waste management, training and capacity building, sharing of air travel statistics, and international and locality marketing.

On the partnership with Welwitchia University, the mayor said it reflects the City's commitment to education, innovation, and empowering the community. "This MoU opens the door to collaborative projects in research, public health, social development, and skills training", she stated.

Prof. Marius Hedimbi, Acting Vice-

Chancellor of Welwitchia reiterated the university's belief that education should extend beyond the classroom and equip students with practical skills to address real-world challenges and with this MoU the City of Windhoek as become an ally in realising vision. "Together, we will offer our students meaningful, hands-on experiences that will deepen their knowledge, sharpen their skills, and prepare them to contribute positively to both our workforce and society," he remarks.

Speaking on behalf of NAC, the company's Deputy Chairperson of the Board, Elize Petersen, said the two companies have committed to intentionally implement the signed MoU to ensure that its objectives are realised and

tangible results are achieved, especially in the areas of aircraft rescue and firefighting, tourism and the promotion of Windhoek as a destination of choice.

The signing of these important agreements was also witnessed by Windhoek Deputy Mayor Cllr. Joseph Uapingene and other councilors of the Windhoek Municipal Council, Prof. Scholastika N lipinge, Chancellor and co-founder of Welwitchia University, Dr. Andreas Mwoombola, Group Chief Executive Officer of Welwitchia University, Moses Matyayi, Chief Executive Officer of City of Windhoek, Bisey /Uirab, Chief Executive Officer of Namibia Airports Company and other senior officials from the three institutions.



Signed and sealed, Prof. Marius Hedimbi of Welwitchia University and City of Windhoek CEO Moses Matyayi strengthen their partnership with the signing of a Memorandum of Understanding.



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Urban Agriculture - a sustainable solution for drought-stricken Windhoek

By Eeno Nangolo (Investment Promotion Intern)



City of Windhoek councillor Sade Gawanas in discussion with farm Okukuna employees during a visit.



City of Windhoek employees actively harvesting spinach at Farm Okukuna.

As Windhoek tackles the increasing severity of water scarcity, urban agriculture can be identified as a vital strategy to ensure food security and promote sustainable living. The current water scarcity poses significant threats to the city, straining water resources and disrupting food supplies. Traditional farming methods rely heavily on water and are often unsustainable in these conditions. Urban agriculture offers a promising alternative, utilizing innovative techniques to conserve water and maximize productivity.

Gardening in Windhoek during the current water scarcity can be challenging, but there are several practical strategies one can use to make the most of their gardening:

1. Choose Drought-Resistant Plants

Grow plants that are naturally adapted to dry conditions such as succulents, herbs, and certain varieties of tomatoes and peppers can be of great choice.

2. Mulching

Mulching helps retain soil moisture, reduces evaporation, and keeps the soil cool. Organic mulches such as dead/ dry leaves, wood chips, or compost can be effective options.

3. Collect Rainwater

Set up rain barrels to collect and store rainwater from your roof. This water can be used instead of using water directly from the tap and comes in handy when a drought situation heightens.

To effectively collect rainfall water for a garden, a simple rainwater harvesting system can be installed (consider the installation of a flushing system to divert the first rainwater to flush dust and contaminants). This typically involves setting up gutters along the roof of a house or shed to direct rainwater into a storage container, such as a rain barrel or a larger tank. The container should have a fine mesh screen to filter out debris and prevent

insects from breeding. A spigot at the bottom allows for easy access to the collected water. It's important to position the container near the garden for convenience and ensure the tank is covered to avoid contamination. To maximize collection, adding multiple barrels or tanks can increase water storage capacity during heavy rains, ensuring a steady water supply for the garden during dry periods.

4. Practice Smart Scaping (Xeriscaping)

Planting plants with similar water needs together to reduce water usage in terms of irrigation can help reduce the water usage of a household.

5. Use Shade Cloths

Shade cloths can protect plants from excessive heat and reduce water loss. They are especially useful for young and/or delicate plants.

6. Hydroponics

Hydroponics is the cultivation of plants in water rather than in soil. The practice of hydroponics has been proven to use 70% less water than soil does, as water is usually recirculated and reused.

Community and Economic Impact

Urban agriculture not only addresses food security but also fosters community engagement and economic growth. Community gardens and farms can become centers for education and social interaction, where residents can learn about sustainable practices and healthy eating, such as the City of Windhoek's Farm Okukuna. Additionally, urban farming can create local jobs and reduce food transportation costs, boosting the local economy.

Farm Okukuna has the potential to transform into an economic, training, and social upliftment hub for the community of Windhoek by becoming a center for urban agriculture, vocational training, and

community development. By focusing on sustainable farming practices and producing fresh, locally grown food, the farm could supply affordable produce to local markets, generating income and supporting food security. Additionally, it could offer hands-on agricultural training programs for youth and aspiring farmers, equipping them with skills in crop cultivation, livestock management, and agri-business. As a community hub, Okukuna could also foster social cohesion by hosting workshops, educational programs, and events that promote environmental awareness, entrepreneurship, and healthy living. This multifaceted approach would not only boost the local economy but also provide essential skills and upliftment opportunities for residents of Windhoek.

We must, however, take note that the optimal time for gardening is during the rainy season. Utilizing netted garden areas is recommended to create a more favorable bio-climate. Prior to the rainy season, small plants can be cultivated in pots to conserve water. The period following the rainy season becomes very dry and subsequently very hot, making it unsuitable for growing vegetable plants outside of the rainy season.

Spotlight on Windhoek, Namibia

Windhoek, the capital of Namibia, is a shining example of how urban agriculture can thrive in drought conditions. The city has implemented various projects, including temporarily reducing irrigation of its public gardens and green spaces, which will demonstrate enhanced urban green spaces. Windhoek's initiatives could serve as a model for other cities facing water shortages too. As we continue to confront the realities of climate change, urban agriculture will play a crucial role in securing a sustainable future for urban populations.



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The City of Windhoek takes the water saving campaign to schools and high consumers

By Lydia Shifa (Communication Specialist)



Pioneerspark Primary School learners listen attentively as City of Windhoek employees discuss the scarcity of water and the importance of saving it, especially now that we are in Category D.



Seen here is Salomon Gaingob of the City of Windhoek educating Pioneerspark Primary School learners about the scarcity of water and the importance of saving it, especially now that we are in Category D."



The City of Windhoek popped up in town to share valuable information on water-saving tips and how to detect potential leakages.



The City of Windhoek has reached out to the senior citizens too, to educate them on water saving.

The City of Windhoek recently visited the Senior Park Old Age Home in Pionierspark to encourage residents to adopt water-saving practices. Identified as one of the city's highest water-consuming facilities, the Senior Park Old Age Home faces considerable challenges with water usage, primarily due to garden irrigation and leaks across many of its 130 apartments.

City officials advised residents to limit garden watering to once a day, either in the morning before 10:00 AM or in the evening after 5:00 PM, to help curb water consumption. Regarding the leakage issues, residents noted that despite reporting these problems to the

appropriate authorities, some leaks have remained unresolved for up to three years.

The City of Windhoek plans to engage the Ministry of Health and Social Services, which owns the facility, to discuss adherence to Category D of the Windhoek Water Management Plan. The discussions may include potential fines and warnings for non-compliance with water saving guidelines.

In addition to addressing high-consumption facilities, City officials visited Augeikhas Primary School in Katutura to educate students on the importance of water conservation. Practical tips were

shared, including turning off taps while brushing teeth, running washing machines only with full loads, and the importance of promptly addressing leaks.

Further public education efforts included a pop-up information session held at Post Mall in the city center. During this event, residents received practical guidance on detecting water leaks, such as regularly monitoring water meter readings.

In accordance with Category D (severe drought), the City of Windhoek will no longer offer rebates for leakages as per the Windhoek Water Management Plan which the City moved to from 01 September 2024.





Windhoek plans to install fire alarms in every household

By **Cillie Kapolo** (Corporate Communication Officer)



CoW CEO, Moses Matyayi making welcoming remarks during the launch of the Fire Safety Week



Windhoek Mayor Queen Omagano Kamati delivering a keynote address at the launch of the Fire Safety Week



In this photo, Councillors are shown the previous method of communication at the command post, using analogue radios, which the City has since replaced with digital 2-way radios.



Her Worship Queen Omagano Kamati observing a moment of silence in honour of the fallen heroes during the launch of the Fire Safety Week at the Fire Brigade Headquarters

The City of Windhoek's Chief Executive Officer, Moses Matyayi, has announced plans to install fire alarms in every household across the city. Matyayi emphasized the critical importance of fire alarms as the first line of defense against the often unpredictable and devastating consequences of fire incidents. His announcement was made during the launch of the International Fire Safety Week, which took place at the Windhoek Fire Brigade headquarters in October.

The week-long event is dedicated to raising awareness about fire safety and prevention in the community. This year's theme, **"Smoke Alarms: Make Them Work for You,"** emphasizes the important role that smoke alarms play in safeguarding homes and neighborhoods from the threat of fire.

In her keynote address, Windhoek Mayor, Cllr Queen Omagano Kamati, shared her vision of making the city a safer place for all residents. She called on the Emergency Services to embrace new technologies and innovations that could enhance emergency response times and help reduce fire-related incidents. The mayor also emphasized the importance of collaboration between the city's authorities and the public to create a culture of safety and preparedness.

The Fire Safety Week, which brought together members of the community, local authorities, and emergency services, featured an exciting range of activities designed to inform, educate, and inspire. The event schedule included practical fire safety demonstrations, performances,

and a foam party aimed at engaging the public in a fun and educational way. One of the highlights was the firefighter auction, where community members could participate and show their support for fire safety initiatives while learning more about the work of local firefighters.

The event provided a platform for meaningful conversations about fire prevention and safety, while also encouraging residents to take proactive steps toward ensuring the safety of their homes and families. With the installation of fire alarms planned for every household in Windhoek, the city is taking an important step toward reducing fire risks and creating a safer, more resilient community for the future.





#SOCIAL MEDIA CHATS

Your questions answered

By Lydia Shifa (Online Communication Officer)



We share a lot of valuable information with residents on our social media channels and thought it's only fair that we share that with our Aloe readers as well. You can be part of the conversation with #Social Media Chats every month, where we share a selection of informative questions and answers that were discussed on our social media channels.

How does one determine water-saving measures at the suburban and household levels, may the City of Windhoek Assist?

You can take your water meter readings regularly to determine your daily water usage. Once you have established your daily consumption, you can set a goal to reduce your usage by 10%, by reducing excessive water activities and usage. Through this method, you can also detect water leakage on your property and fix them promptly.

Can the City of Windhoek consider reconnecting services such as water and electricity during the mourning period?

The City of Windhoek already has provisions in place to temporarily reconnect water and electricity services during the period of mourning following the passing of a family member. Applications can be submitted at our cash halls, accompanied by the original death certificate. Services will be reconnected for a period of three days, starting from Friday and continuing through to the following Monday, after which they will be disconnected again.

The way we plan in this land though! This area (Sam Nujoma Drive) got into a priority list to get traffic lights at two intersections close to each other but not the four-way/intersection of Chinatown... a forever busy intersection that has been a pain for the past 18 years! How City of Windhoek?

Thank you for your comment. It's important to highlight that the City of Windhoek maintains a waiting list for intersections requiring traffic lights, with the Dortmund Street / Iscor or China Town intersection being among the top priorities. This intersection requires substantial upgrades to accommodate traffic lights or risk having the three right-turning vehicles block the overall traffic flow.

The upgrade process involves several stages including detailed design, procurement process, and securing necessary funding. We are currently proceeding with the detailed design phase, scheduled to begin in 2025, with implementation slated to commence in 2026.

In the interim, we have reassessed intersections that can accommodate new traffic lights without extensive geometric modifications, such as the Western Bypass / Sam Nujoma interchange. Despite having surplus capacity, studies indicate that motorists avoid using it because of difficulty getting on and off the freeway. Therefore, the installation of traffic lights aims to facilitate smoother entry and exit from the freeway, addressing these concerns effectively.

Why are there by-laws that prohibit residents from collecting and storing rainwater?

Clause 42 of the City of Windhoek water supply regulation does not prohibit residents from collecting and storing water but it prohibits the consumption of such water without treatment. This means you can collect rainwater for gardening and other household use but not for human consumption due to health concerns.

The above-stated regulation reads as follows: "42. (1) Except for a tap discharging water from a hot water system or serving any shower or bath, no tap used on any premises for the purpose of supply for human consumption shall be connected to any tank without the permission of the Engineer, who in granting such permission may require that an apparatus be installed to maintain a free chlorine level of at least 0,2 milligram per litre at the furthest terminal water fitting."

The City of Windhoek is now on WhatsApp! Follow our channel by scanning the QR code below!



You can also follow us on these platforms:

Website:

<https://www.windhoekcc.org.na/>

YouTube:

@cowmunicipality

Facebook:

@Cityofwindhoek

X(formerly Twitter):

@CoWmunicipality

LinkedIn:

City of Windhoek

Instagram:

@cowmunicipality



E-mail: cowcommunication@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.

City of Windhoek

Vision: To be a Sustainable and Caring City by 2027



REPAIR WATER LEAKS

Read water meter regularly, (DAILY, minimum Weekly)
Calculate monthly consumption:

- To evaluate your water consumption,
- to reduce water consumption (save water)
- Identify water leaks. **Isolate leaks immediately!**

To Consumer: Maintenance of pipes after meter is Customer's Responsibility

How to Test for water leaks:

- Read water meter.
- Do not use water during test.
- Take reading after ± 6 hours.
- No change in reading = no leaks.

Note:

WHITE NUMBERS	Kilolitre Counter (m ³)
RED NUMBERS	Decimal Counter



Water supply from City of Windhoek

Your Smart Lifestyle

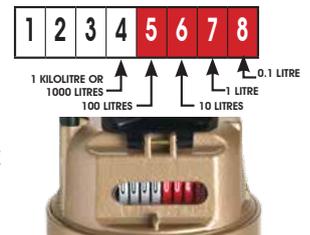
WATER MANAGEMENT

Your Smart Lifestyle

Consumer's social responsibility for sustainability

Institution and Industry:

- Daily water meter readings!
- Recommended beginning and end of business daily.
- Evaluate water consumption with Water Quota.
- Daily Water quota / Person: No. of staff X **20ℓ** or **10ℓ**
- ½ Daily Water Quota / Person x **10ℓ** or **efficient x 5ℓ**



Household:

- Weekly water meter readings (on waste removal day)
- Evaluate consumption with target consumption for no. of persons. Reference to the tables below **OLD Water Consumption** or **Efficient Water Consumption**

TIPS:

- Close water mains during weekends and holidays.
- Isolate water leaks immediately and implement emergency water plan.
- Recommended: electronic water management or prepaid meter.

No. of Persons	Water Consumption Target (90ℓ/person/day)		
	Daily	Weekly	Monthly
2	0.18	1.26	5.4
4	0.36	2.52	10.8
6	0.54	3.78	16.2
8	0.72	5.04	21.6
10	0.90	6.30	27.0

All volumes in kilo-litres (kℓ) = (m³)
1kℓ = 1000 Litres

No. of Persons	Water Consumption Target (50ℓ/person/day)		
	Daily	Weekly	Monthly
2	0.10	0.70	3.00
4	0.20	1.40	6.00
6	0.30	2.10	9.00
8	0.40	2.80	12.00
10	0.50	3.50	15.00

All volumes in kilo-litres (kℓ) = (m³)
1kℓ = 1000 Litres



Water Management and Water Efficiency contribute to Water Sustainability.

1. Know your consumption, be in control
2. Positive attitude to save/reduce water
3. Potential to reduce 50% consumption
4. Minimise demand and preserve water

Recommended: Toilets < 4.5ℓ per flush; Showers < 8ℓ per min;
Taps: Kitchen < 8ℓ per min; Bathroom & Ablution taps < 2ℓ per min

WATER MANAGEMENT CALCULATION TABLE				
Date	Period No. of days	Reading	Consumption Current - previous	Average daily Consumed/ days
First date	NA	111.111	NA	NA
Second day	1 day	111.222	0.111	0.111
8 days later	7 days	111.999	0.777	0.111

To Measure = To Know

Consumption = current reading – previous reading

Enquiries:

Department of Infrastructure, Water & Technical Services • Bulk Water & Waste Water Division • **Help Desk (REPORT WATER LEAKS)**

Tel: +264 61 290 2402 / 2162 / 2224 / 2222 / 2241 / 3668 • Fax: +264 61 290 2583 • Email: Dieter.Tolke@windhoekcc.org.na

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E-mail: cowcommunication@windhoekcc.org.na





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

Send To: 269600
mreg 123456*ABCD123

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

windhoek
 Windhoek, Namibia

10240888

Tax Invoice	
Statement Key	JVOM1LWMEW
New Acc No.	10240888

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

Send To: 269600
mread XYZ123*100

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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 E-mail: communication@windhoekcc.org.na





Water Bill Calculation Under Category D: Severe Water Scarcity (Drought) for Domestic Post Paid Consumers only

As part of the water-saving measures under Category D, the City of Windhoek will implement penalty rates for high water consumption levels for DOMESTIC CONSUMERS (postpaid consumers) as of 1 September 2024.

Below is a simplified model explaining how to calculate your water bill based on your monthly consumption, using the City's four-block tariff system.

Please note:

The tariff for each block may change annually based on the applicable tariff for the specific financial year. The calculations below are based on the approved and gazetted tariffs for the 2023/24 financial year, which are currently in use pending approval of the 2024/25 tariffs.

The City of Windhoek does not add a markup to the first six cubic meters (6m³) of water consumed by residents. This volume is charged at the same rate the City pays NamWater, which is N\$24.41 per cubic meter.

Note: 1 cubic meter (m³) = 1 Kilolitre (Kl) = 1,000 liters.

How to Calculate Your Consumption Under Category D:

Tariff Block 1:	
Consumption:	0 to 6m³ per month
Calculation:	6m³ x N\$24.41 = N\$146.46

Tariff Block 2:	
Consumption:	6 to 25m³ per month
Calculation:	First 6m³ at N\$24.41 per m³ + 19m³ at N\$37.83 per m³
Total:	(6m³ x N\$24.41) + (19m³ x N\$37.83) = N\$865.23

Tariff Block 3:	
Consumption:	25 to 30m³ per month
Calculation:	First 6m³ at N\$24.41 per m³ + 19m³ at N\$37.83 per m³ + 5m³ at N\$75.67 per m³
Total:	(6m³ x N\$24.41) + (19m³ x N\$37.83) + (5m³ x N\$75.67) = N\$1,390.04

Tariff Block 4:	
Consumption:	Above 30m³ per month
Calculation:	First 6m³ at N\$24.41 per m³ + 19m³ at N\$37.83 per m³ + 5m³ at N\$75.67 per m³ + above 30m³ at N\$151.32 per m³

The higher your monthly water consumption, the more you pay per cubic meter. Please reduce your consumption and help us save this precious resource

Save water and pay less!

Drought Category D						N\$	
Monthly water consumption in Cubic meter (m³)	Block 4				Usage above 30m³ = @ N\$151.32	N\$	X = amount of m³ = (Xm³ x N\$151.32) + (6m³ x N\$24.41) + (19m³ x N\$37.83) + (5m³ x N\$75.67)
		30			25 - 30m³ = N\$75.67		
					Usage above 6m³ up to 25m³ = @ N\$37.83		
		25			Usage above 6m³ up to 25m³ = @ N\$37.83		
					Usage above 0 to 6m³ = @ N\$24.41		
	Block 3					N\$1,390.04	= (6m³ x N\$24.41) + (19m³ x N\$37.83) + (5m³ x N\$75.67)
	Block 2					N\$865.23	= (6m³ x N\$24.41) + (19m³ x N\$37.83)
	Block 1					N\$146.46	= (6m³ x N\$24.41)
	0						
		Block 1	Block 2	Block 3	Block 4		
		Four Level Block Tariff					





City of Windhoek

Vision: To be a **Sustainable** and **Caring City** by 2027



Congratulation!

The City of Windhoek would like to congratulate our Chief Executive Officer, Moses Matyayi, on his re-election as President of the Namibian Association of Local Authority Officers (NALAO) for the next two-years.

This reappointment reflects the sector's confidence in your outstanding leadership and dedication. We wish you continued success in carrying out your responsibilities and advancing the interests of local authorities in Namibia.





City of Windhoek

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Public Notice

WATER SUPPLY AND FIRE PROTECTION REQUIREMENTS FOR BRAKWATER RESIDENTS

Residents in the Brakwater area receive water through a connection to the Von Bach-Windhoek pipeline, which pumps water from the Von Bach Dam near Okahandja to the Von Bach Terminal reservoir in Windhoek. As this supply is not continuous, it is essential for customers with such off-takes to ensure they have adequate water storage for fire protection purposes.

To verify compliance with fire protection regulations, the Bulk Water and Wastewater Division, in collaboration with the Emergency and Disaster Risk Management Division (Fire Safety and Prevention Section), will be conducting inspections of properties.

These inspections will assess compliance with fire protection standards as outlined in Chapter 6 of the Water Supply Regulations (Gen/N No 367/1996, Official Gazette 1463 of 16/12/96) and the applicable regulatory standard SANS 10400, Part W.

Key compliance indicators to be checked during these inspections include:

- A valid completion certificate from Building Control
- A fitness certificate from the Health Services Division
- Fire water storage capacity and fire water installations
- Registered meters and approved off-takes

Residents are urged to ensure that their property complies with these requirements to avoid potential issues with fire protection compliance.

Please contact the offices below for further information:

Contact Details

Mr. T.M Uusiku

Tel: +264 61 290 2816

Mob: +264 81 144 3763

Tangeni.Uusiku@windhoekcc.org.na

Office North – Fire Brigade – Main Station

Mr. D. Tolke

Tel: 061-290 2014

Mob: +264 85 550 5629

Dieter.Tolke@windhoekcc.org.na

Office No. 21, First Floor, Division: Bulk water and Wastewater, Pullman Street.

Please contact us if your electricity meters are still outstanding. If you do not contact us by 24 November 2024, these meters will be blocked, and the supply cable may be removed. Clients will be liable for the supply reconnection costs.



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Aloe "seen around"



Group photo after a successful briefing as the Latvian delegation explores collaboration opportunities with the City of Windhoek.



Teams pose for a photo at the Kasi draw ahead of the games.



City of Windhoek Mayor, Councilor Queen Omagano Kamati, with City Police Chief Leevi Ileka at the 18th City Police Day Parade.



Councilor Professor Job Amupanda with the officers ahead of the renaming of the PA De Wet building and commemoration of the 18th city police day.



City of Windhoek officials observe the City Police parade at the Windhoek headquarters.



The netball team poses for a photo during the Kasi Cup, just before their match.

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



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