2026

Issue 6
July

Aloe

City of Windhoek

The Gateway to Endless Opportunities

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.

8 Prime Minister spends two days at the City discussing collaboration and solutions for Windhoek

10 Bokamoso: Where Small Ideas Grow into Big Dreams

18 Groot Aub Pipeline Project Phase 2 Brings Reliable Water Closer to the Community



BOKAMOSO ENTREPRENEURIAL CENTRE, *where determination meets opportunity and passion is transformed into sustainable livelihoods. Read more on page 10.*





Our Values: Teamwork | Customer Focus | Communication | Fairness and Equity | Integrity

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Editorial

Dear Readers of The Aloe,

As we bring you the latest edition of The Aloe, we are pleased to share the progress made during the period under review. This progress is reflected not only in projects and infrastructure, but, more importantly, in the positive impact these investments are having on the lives of our residents.

This edition highlights several initiatives that demonstrate the City of Windhoek's continued commitment to improving service delivery while planning responsibly for future generations. From expanding access to clean water and electricity to advancing sustainability, strengthening community engagement and investing in youth development, these stories show how meaningful development can translate into tangible benefits for our communities.

Water remains one of the most critical services any city can provide. In Groot Aub, the ongoing Water Pipeline Replacement Project is advancing into its second phase, with the aim of improving water pressure and ensuring a more reliable supply for residents. At the same time, the expansion of communal water points in informal settlements is bringing clean water closer to households, reducing the burden of travelling long distances to access this essential resource while improving health, dignity and quality of life.

Windhoek's leadership in water security was further highlighted during the recent SDG Local Action webinar. The City's pioneering direct potable water reclamation programme, which has been in operation for more than five decades, continues to serve as a global example of how innovation, resilience and long-term planning can help address the challenges of water scarcity.

Access to electricity is also transforming communities across the city. Through the electrification programme, 1,298 households are set to benefit from safer and more reliable access to electricity as the work progresses well. Beyond lighting homes, electricity creates opportunities for learning, productivity and economic participation, contributing to improved living standards.

Investment in people remains equally important. The City Museum continues to play a valuable educational role by welcoming learners and stakeholders from across the city. A recent visit by learners from Jan Möhr Secondary School highlighted the importance of preserving our heritage while encouraging young people to embrace sustainability and responsible resource management.

Strong communities are built through meaningful engagement. The recent dialogue with residents of Kilimanjaro 3315 reaffirmed the importance of listening to residents, fostering collaboration and working together to address local concerns. Such engagements strengthen the partnership between the City and its communities, helping to improve service delivery and build trust.

As the stories in this edition illustrate, every project, programme and investment serves a greater purpose. Behind every pipeline, water point, electricity connection and educational initiative are individuals, families and communities whose lives are being positively impacted.

The City of Windhoek remains committed to building a resilient, inclusive and sustainable city where progress is measured not only by the infrastructure delivered, but also by the opportunities created and the quality of life improved.

We hope you find this edition of The Aloe informative, inspiring and a worthwhile read.

Happy reading!

Lydia Amutenya



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/cowmunicipality /cowmunicipality /CoWMunicipality /city-of-windhoek www.windhoekcc.org.na



The Mayor's Take

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 we continue working together to build a more inclusive and prosperous Windhoek, I am encouraged by the progress being made through collaboration, strategic investment and community-focused development.

During July, the City had the privilege of engaging with national leaders, including the Right Honourable Prime Minister, Dr Tjitunga Elijah Ngurare, and the Honourable Minister of Urban and Rural Development, James Sankwasa. These engagements reaffirm the importance of strong partnerships between local and central government in addressing the needs of our communities. Through continued collaboration, we are creating opportunities to accelerate infrastructure development, improve service delivery and expand access to essential services for our residents.

Economic empowerment remains one of Council's key priorities. We recognise that informal trading provides a livelihood for thousands of Windhoek residents and plays a vital role in the local economy. To support this important sector, the City has developed eighteen open markets that currently support the livelihoods of more than 44,000 people.

As demand for trading spaces continues to grow, Council has approved twenty additional sites where informal traders can operate under regulated conditions while permanent market infrastructure is being developed. These sites will gradually be equipped with essential services such as water, sanitation, electricity and sheltered trading areas as funding becomes available. Our goal is to create safe, organised and dignified trading environments that promote entrepreneurship while ensuring compliance with municipal by-laws.

Council also remains committed to expanding access to electricity, particularly in informal settlements where reliable energy can transform lives. Since launching the Informal Settlement Electrification Programme in 2018, more than 8,000 households have gained access to electricity, improving safety, supporting education, creating opportunities for small businesses and enhancing the quality of life for thousands of families.

Building on this success, electrification projects currently underway will provide electricity to an additional 1,300 households across several communities, including Okuryangava, Goreangab, Otjomuise, Mix Settlement and Morning Star. Construction is progressing well, bringing us closer to our vision of ensuring that every household has access to safe and reliable electricity.

Improving public lighting is another important investment in safer communities. Since 2018, the City has installed high-mast lights in strategic locations across Windhoek, particularly in informal settlements and public spaces where improved visibility contributes to greater safety and security.

In addition, the City recently launched its comprehensive Streetlight Survey Project, a landmark initiative that will inspect and digitally map more than 17,000 municipal streetlights across Windhoek. This project will not only create employment opportunities but will also allow maintenance teams to repair faulty streetlights as they are identified, resulting in safer roads, improved neighbourhood security and more reliable public lighting throughout the city.

These initiatives reflect Council's commitment to building a city that works for everyone. By investing in infrastructure, supporting economic opportunities and strengthening partnerships, we are laying the foundation for a more resilient, inclusive and sustainable Windhoek.

As always, I encourage every resident to continue working alongside Council as we build a city where opportunity grows, services improve, and every community can thrive.

I thank you.



TOGETHER WE MAKE PROGRESS

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/cowmunicipality /cowmunicipality /CoWMunicipality /city-of-windhoek www.windhoekcc.org.na

Mix Settlement and 11 More Move Closer to Electricity

By Steven Kashekele, *Corporate Communications Officer*



CoW CEO Moses Matyayi studies the map highlighting electrification sites that will bring reliable electricity to 1,298 households across 12 informal settlements.



City Mayor, His Worship Cllr. Sakarias Uunona, Deputy Mayor Cllr. Albertina Amutenya, Council members, City CEO Moses Matyayi and engineers conduct a site visit to Mix Settlement Extension 1.

A brighter future is coming to Mix Settlement and 11 more informal settlements as the City of Windhoek accelerates its electrification programme to connect 1,298 households to the power grid.

During site visits last month, City of Windhoek Mayor, His Worship Cllr. Sakarias Uunona, Deputy Mayor Cllr. Albertina Amutenya, Council members, City CEO Moses Matyayi and engineers inspected areas earmarked for electrification and updated the media on progress made.

Mix Extension 1 in the Windhoek Rural Constituency recorded the highest number of households ready for connection, with 267 homes already wired and awaiting switch-on. Otjomuise Extensions 6 and 7 follow with 209 completed connections.

As part of the project, the following areas across four constituencies are being electrified:

Tobias Hainyeko Constituency (492 households)

- ERF 3870 (Di Tsa I Mu Saving Group A) – 26 households
- ERF 3871 (Di Tsa I Mu Saving Group B) – 22 households
- ERF 3221 – 79 households
- ERF 3217 – 194 households
- ERF 3271 – 52 households
- ERF 3197, 3198 & 3204 – 42 households
- Morning Star A and B – 77 households

Windhoek Rural Constituency (267 households)

- Mix Extension 1 – 267 households

Moses //Garoëb Constituency (260 households)

- ERF 1030 Portion A.1 – 71 households
- ERF 1030 Portion A.2 – 103 households
- ERF 1030 Portion A.3 – 86 households

Khomasdal Constituency (279 households)

- ERF 1355 – 34 households
- Otjomuise Extensions 6 and 7 – 209 households
- Area opposite Otjomuise Clinic (ERF 3161) – 36 households

With a total of 1,298 households set to benefit, the electrification programme is bringing residents closer to safer homes, improved living conditions and new opportunities through access to reliable electricity.



A view of Mix Settlement Extension 1, where 267 households have been wired and are ready to be connected to the power grid, marking a major milestone in the City's electrification programme.



Otjomuise Extensions 6 and 7, where 209 households have already been wired as part of the City of Windhoek's ongoing programme to electrify 1,298 households across 12 informal settlements.

CoW to upgrade Werner List Street Market

By Cillie Kapolo *(CPRP), Communications Specialist*

The City of Windhoek is set to upgrade and formalise the Werner List Street Market in the Central Business District (CBD), in a partnership with Debmarine Namibia. The project is aimed at creating a safer, cleaner and more organised trading environment for informal traders while improving the overall appearance and functionality of the area.

The market is located on a portion of Erf 7203, in the CBD parking area opposite Shoprite along Werner List Street. Informal traders have been operating from the site for several years, providing goods and services to residents, workers and visitors to the city centre.

As part of its Social Investment Fund, Debmarine Namibia has committed **N$3.22 million** towards the development of the market. The City welcomes this contribution as an example of how public-private partnerships can support local economic development, improve public spaces and create better opportunities for informal traders.

The development will provide a more structured and secure environment for traders and customers. It will include:

- **23 double-sided, lockable trading stalls**, providing space for approximately 46 traders;
- Improved **lighting** to enhance safety and visibility;
- **Water points** for selected food vendors to support better hygiene and food preparation;
- Improved **pedestrian circulation** to make it easier and safer for people to move through the area;
- **Landscaping** to improve the appearance of the market and its surroundings;
- Improved **refuse disposal facilities** to support cleanliness and proper waste management; and
- Other basic infrastructure to improve **hygiene, accessibility, safety and convenience**.

The improvements are particularly important for traders who currently operate under challenging conditions. There are presently **27 registered traders** at the site, many of whom have limited access to running water, inadequate storage facilities and insufficient sanitation infrastructure.

Once completed, the upgraded market will provide traders with a more secure and dignified place to conduct their businesses. Customers will also benefit from a cleaner, more organised and accessible trading environment.

The Werner List Street Market upgrade forms part of the City's broader **Informal Market Development Master Plan**, which aims to develop organised and sustainable trading spaces across Windhoek.

Informal trading plays an important role in the city's economy by providing livelihoods and making a wide range of goods and services accessible to communities. By improving trading spaces, the City aims to support informal traders while ensuring that public spaces are properly managed, safe and accessible to everyone.

The project also demonstrates the value of collaboration between the public and private sectors in addressing community needs. Through Debmarine Namibia's financial contribution and the City's coordination and development efforts, the project will help create a market that benefits traders, customers and the broader CBD. The upgrade is expected to be **completed by 31 October 2026**.



Informal traders at the Werner List Street Market in Windhoek's CBD.



Parking - The CoW, in partnership with Debmarine Namibia, is set to upgrade and formalise the Werner List Street Market and parking, creating a safer, cleaner and more organised trading environment.

City of Windhoek

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

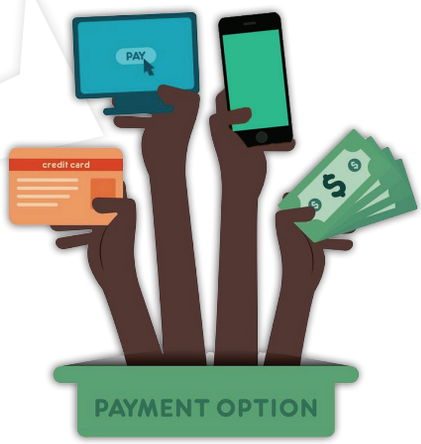
PUBLIC NOTICE

DIFFERENT PAYMENT PLATFORMS

Esteemed customers,

The City of Windhoek has also the following payment options available besides Cash Hall payments. Residents are encouraged to make use of these payment methods.

- Debit Order;
- Direct deposit at any Commercial Bank;
- Electronic / Online Banking;
- ATM payments (FNB clients only)
- Cellphone Banking;
- Standard Bank Paypulse;



BANKING DETAILS

Account Holder:	City of Windhoek
Bank:	First National Bank
Account number:	55500033613
Branch:	FNB Business
Swift / BIC Code:	FIRNNANX

Reference: Always quote the 8 digit account number reflecting on the municipal account statement as beneficiary reference when making payments.

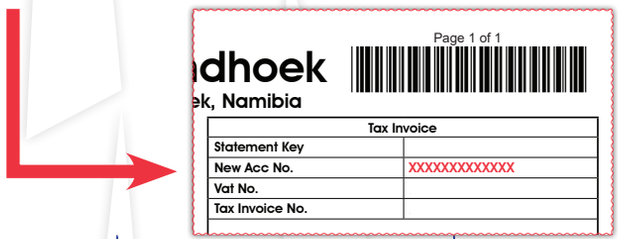
Payment confirmation can be send to email: payments@windhoekcc.org.na

Please note: Only **genuine proof of payment** should be submitted to our office. Kindly take note that **submitting fake proof of payment is a criminal offense.**

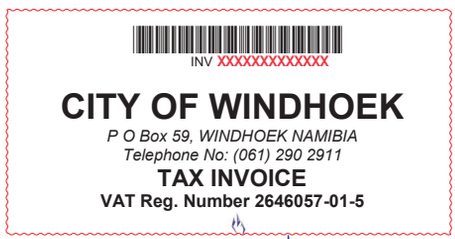
Important to Note

1. Wrong referencing leads to payments not being allocated promptly. The Council will not be responsible for any unallocated payments where incorrect beneficiary reference was used.
2. Scrutinize the accuracy of your monthly municipal account to confirm that payments done do reflect on your account. Should a payment not reflect on your account, kindly contact our office at Town house building or alternatively call **290 3777**.
3. Keep your proof of payments in a safe place for future reference.

Always use your **New account number** on your monthly statement as payment reference when making payments.



Always quote the **INV number** on your **Sundry invoice** as payment reference when making payments"



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Office of the Chief Executive Officer • **Corporate Communications, Marketing, and Public Participation**
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Prime Minister spends two days at the City discussing collaboration and solutions for Windhoek

By Lydia Shifa – *Communication Specialist*



Right Hon. Prime Minister Dr. Elijah Ngurare and City senior officials posing for a group photo folowing a fruitful-two day engagement.

Right Hon. Prime Minister Dr. Elijah Ngurare has concluded a two-day engagement with the City of Windhoek's leadership in July aimed at strengthening collaboration and addressing key service delivery and development challenges facing the capital.

Windhoek Mayor Cllr Sakarias Uunona welcomed the visit, saying it reaffirmed the importance of cooperation between national and local government in improving service delivery.

During the discussions, held from 27 to 28 July 2026, City senior officials presented an overview of the municipality's financial position, infrastructure pressures, and long-term development priorities. Among these was the need for a sustainable funding model and central government support for public transport and the development of alternative transport systems.

Strategic Executive for Urban and Transport Planning, Pierre van Rensburg called for collective invest in sustainable public transport and alternative modes of transport, stressing that expanding roads alone will not resolve congestion on Windhoek's roads.

Housing demand was also listed as a major challenge, with rapid urbanisation placing increasing pressure on infrastructure originally designed for a much smaller population. Strategic Executive for Housing, Property Management and Human Settlement, Faniel Maanda, called for a coordinated national funding approach and stronger alignment across all spheres of government to address the city's growing housing needs.

On infrastructure, Acting Strategic Executive for Infrastructure, Water and Technical Services David Adams revealed that much of the City's water pipeline network is more than 35 years old, contributing to frequent pipe bursts. Replacing the ageing infrastructure is estimated to cost approximately N$600 million.

The condition of Windhoek's road network also featured prominently in the discussions. Adams said years of inadequate maintenance funding have accelerated the deterioration of roads across the city. A 2023 assessment estimated that N$2.6 billion is needed to address the rehabilitation backlog, and an amount of N$15.4 billion would be required for a complete reconstruction of all the roads.

Strategic Executive for Electricity, Obrien Hekandjo, raised concerns about infrastructure vandalism, noting that the City has lost about N$1.44 million over the past six months due to copper cable theft. While acknowledging the work of the City Police, Hekandjo called for stronger deterrent measures.

On youth development, the City highlighted its internship programme, which accommodates around 500 interns annually at a cost of approximately N$20 million. Officials also pointed to a range of non-revenue social services,

including ECD centres, libraries, sports facilities, and community support programmes. In response, the Right Hon. Prime Minister encouraged closer cooperation between the City and national ministries through formal agreements to improve coordination and reduce duplication.

The City's funding remains a critical concern with acting Strategic Executive for Finance and Customer Services, Samuel Mutonga, reporting that the City currently faces an estimated N$300 million annual funding gap. He further highlighted the need for a sustainable funding framework for local authorities.

City councillors collectively called for a sustainable government funding model for local authorities noting that the current ad hoc funding approach is insufficient and often does not align with municipal development priorities. They emphasised that the City is required to provide services to all residents, including those who do not contribute through rates and taxes, and argued that central government support is therefore necessary.

The councillors further noted that, in the absence of direct government funding, the City is often forced to increase tariffs to address budget shortfalls, placing additional pressure on residents.

They also appealed to the Right Hon. Prime Minister to review legislation governing municipal debt collection to strengthen local authorities' ability to recover outstanding payments for services rendered.

As part of his commitments, the Right Hon. Prime Minister pledged support for the installation of five high-mast lights and the procurement of five brick-making machines to support a pilot project exploring the use of interlocking bricks for road construction in informal settlements.

He also encouraged the City to mobilise young people through cash-for-work or food-for-work programmes to clean riverbeds. In support of this initiative, he pledged 100,000 pieces of personal protective equipment (PPE).

The engagement concluded with a commitment to implement agreed actions and reconvene in September 2026 to review progress.



City Councillors Austin Kwenani, Ignatius Semba and Toini Ambabi during the Right Hon. Prime Minister's engagement with the City.



Windhoek Mayor Cllr Sakarias Uunona handing over a token of appreciation to the Right Hon. Prime Minister.



Right Hon. Prime Minister Dr. Elijah Ngurare addressing the City's management team during his two-day engagement with the City of Windhoek.

Bokamoso: Where Small Ideas Grow into Big Dreams

By Steven Kashekele, *Corporate Communication Officer*



Painter and entrepreneur Jackson Karipo in his vibrant studio at Bokamoso Entrepreneurial Centre.



Incubator A18 welcomes visitors to a space where creativity and entrepreneurship thrive.

Every successful business starts with an idea. For many entrepreneurs in Windhoek, that journey begins at the Bokamoso Entrepreneurial Centre, where determination meets opportunity and passion is transformed into sustainable livelihoods.

Established in 2003 by the City of Windhoek, Bokamoso was created to nurture small and medium enterprises (SMEs) by providing affordable workspace, mentorship, business training and access to essential resources. Today, the Centre accommodates more than 40 entrepreneurs, offering a launchpad for businesses ranging from arts and crafts to manufacturing, catering, ICT innovation and renewable energy solutions.

Walking through the Centre, visitors are greeted by vibrant paintings by the entrepreneurs Jackson Karipo, whose passion for art began with painting and drawing as a child in Walvis Bay. After a near-death experience in 2021, he fully committed to his artistic journey, leading to his first solo exhibition at the Goethe-Institut in August 2024. He now runs an art studio with Una Ferreira at the Bokomoso Incubator A18 in Katutura.

The talented painter whose studio is filled with vibrant colours and striking artwork says, every brushstroke tells a story, but behind each painting is a journey of perseverance

"Before coming to Bokamoso, I was painting wherever I could find space. It was difficult to attract customers or even believe that my art could become a real business. Today, I have a dedicated workspace where I can turn my ideas into visual reality every day. People walk in, see my work, and some leave with a painting while others leave inspired. Bokamoso has given me more than a place to paint. It has given me confidence, visibility and hope that my talent can provide for my family." The artist said.

Bokamoso's impact stretches far beyond traditional businesses. One of its most practical initiatives is the mahangu (millet) milling incubator, which enables entrepreneurs to process locally grown grain into quality products, creating value for farmers while promoting food security and rural economic development. It is a reminder that innovation can preserve tradition while creating new economic opportunities.

Another standout attraction is the Centre's e-bike innovation, a modern, environmentally friendly transport solution that demonstrates how local entrepreneurs are embracing green technology to solve everyday challenges. The e-bike reflects the Centre's commitment to supporting businesses that are not only commercially viable but also contribute to a more sustainable future.

According to Leonora Joodt, CoW Section Head for SME Development and Promotion, the Centre is about far more than providing business premises. "Bokamoso exists to empower entrepreneurs with the skills, resources and confidence they need to build sustainable



Jackson Karipo shares a smile in his studio, where passion, perseverance and creativity come together.



Beautiful Oshiwambo traditional dresses on display at Bokamoso, showcasing local craftsmanship and cultural pride.



Signage and the entrance to the Bokamoso Entrepreneurial Centre, a home where small ideas grow into big dreams.



The African Bushbike, Africa's first utility e-bike made for Africa, showcases locally driven innovation and sustainable transport solutions.

businesses. When we invest in our SMEs, we invest in families, communities and the future economic resilience of Windhoek." Says Leonora.

From artists turning talent into income, to food processors adding value to local produce, and innovators designing cleaner transport solutions, Bokamoso continues to prove that entrepreneurship flourishes when people are given the right support. Every business nurtured within its walls creates jobs, inspires others and strengthens the local economy, one entrepreneur at a time.

Bringing History and Sustainability to Life, Jan Mohr Learners Visit the City Museum

By Anna Shiimi, *Communication Officer - Trainee*

As part of the City of Windhoek Museum's ongoing educational outreach program launched in June, 60 Grade 10 Social Sciences learners from Jan Mohr Secondary School spent an engaging morning exploring the rich history and practical geography of Namibia's capital.

For these high school learners, the excursion offered a rare chance to see their curriculum come alive outside the traditional classroom setting. Social Sciences at Grade 10 level integrates three distinct disciplines, Geography, History, and Development Studies, and the museum tour brought all three into sharp focus.

Rewriting Historical Perspectives & Honoring Women

During the historical section of the tour, Museum Assistant Henry Nakale challenged the learners to look past popular myths and examine historical realities.

A central highlight was correcting long-standing misconceptions about Windhoek's founding. Nakale clarified that the area was first established in 1840 by Jonker Afrikaner, long before the European colonial presence. He explained that this historical truth led to the removal in 2022 of the statue of German imperial officer Curt von François previously situated outside the municipal headquarters, as von François only arrived decades later in 1890. Interestingly, learners were fascinated to discover the complex personal ties of that era, including how von François later married a Nama woman.



Some of the Grade 10 learners from Jan Möhr Secondary School pose for a group photograph after their educational visit to the museum.

Turning to the Namibian Liberation Struggle, Museum Curator Aaron Nambadi led a thought-provoking session on the often-overlooked role of women. He emphasized that women were instrumental to the freedom movement:

- On the Frontlines, many women actively fought as combatants and commanders.
- On the Home Front: Countless others sustained families, cooked, managed households, and provided critical intelligence networks within the country under extreme pressure.

Practical Geography: Water Conservation & Map Skills

Connecting directly to the learners' Geography and Development Studies modules, the visit also focused heavily on resource management in Namibia's arid climate.



Grade 10 learners from Jan Möhr Secondary School proudly display the prizes they won after successfully participating in a quiz on the City of Windhoek's Municipal Water Treatment Plant.

Water Demand Management Technician Julia Heimo walked the group through Windhoek's famous water reclamation system, detailing how wastewater is purified back into safe tap water. With dry, windy conditions approaching, Heimo shared essential water-saving practices for the home:

- Covering Swimming Pools: Keeping pools covered significantly reduces water loss through evaporation.
- Smart Landscaping: Homeowners and schools should prioritize planting indigenous, drought-resistant vegetation.
- To enhance their practical knowledge, learners participated in a quick interactive quiz on water efficiency, and five sharp-minded students won gift packs for their correct answers.

The educational portion concluded with an interactive spatial challenge: navigating a large map of Windhoek that included all of its constituencies, suburbs, and street networks. Although pinpointing their exact locations was tricky at first, working together allowed the students to successfully map out their surroundings.

The tour was both insightful and informative. Learning about Windhoek's true history through old photographs and stories made the experience feel very real. Speaking to some learners, including Blessing Namases, Amisha Mouton, and Lahangwa Hamwele, they all echoed that it was educational and fun to get out of the classroom.

By bridging the gap between textbook theory and interactive learning, the City Museum continues to provide Windhoek's youth with a deeper appreciation of their city's history and how to safeguard its future.

The Gateway to Endless Opportunities

City of Windhoek

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

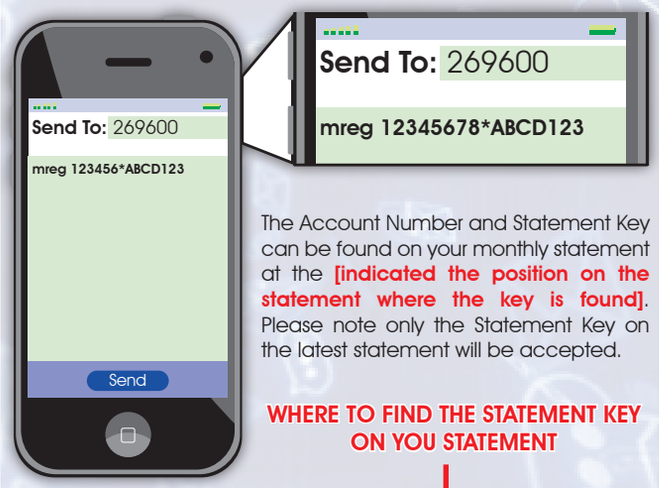
SELF-READING (SMS)

This service allows you to submit your monthly water / electricity meter reading via SMS. Below is the information on how to register and submit your reading.

1. Registration

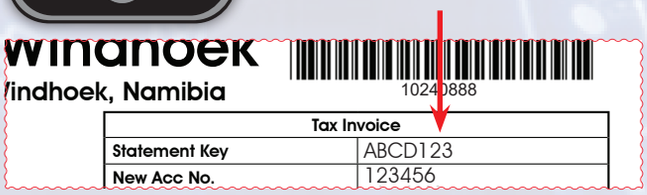
You will be required to register your cell phone number to an Account by sending an SMS with your account number and statement key to 269600. Please note, only one registration per Account is allowed but a single mobile phone can register to more than one Account.

Your SMS should look like this: **EXAMPLE**
mreg (space) **accountNo*statementKey** → **send to 269600**



The Account Number and Statement Key can be found on your monthly statement at the **[indicated the position on the statement where the key is found]**. Please note only the Statement Key on the latest statement will be accepted.

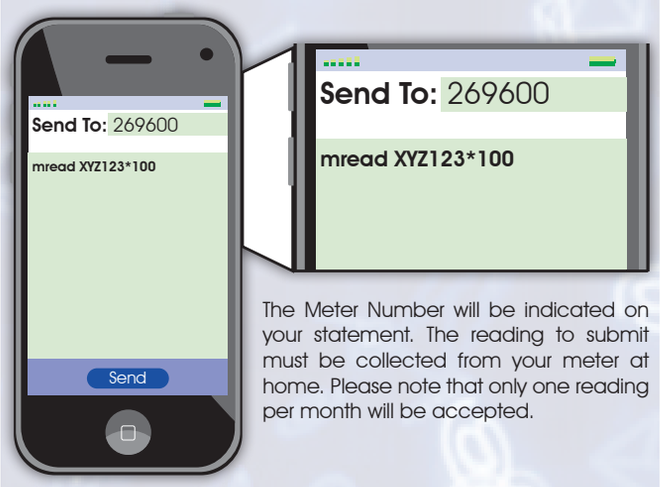
WHERE TO FIND THE STATEMENT KEY ON YOU STATEMENT



2. Reading Submission

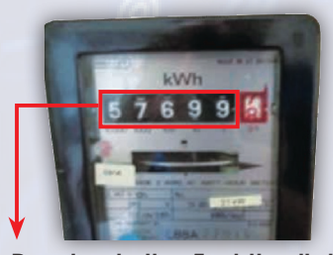
Once your cell phone number is registered to an Account, you are eligible to submit your monthly reading by sending an SMS to 269600. Send separate SMSes for water & electricity readings.

Your SMS should look like this: **EXAMPLE**
mread (space) **MeterNo*Reading** → **send to 269600**



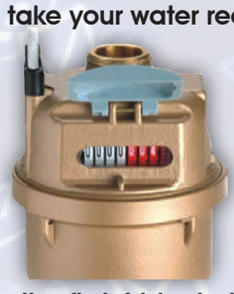
The Meter Number will be indicated on your statement. The reading to submit must be collected from your meter at home. Please note that only one reading per month will be accepted.

How to read your electricity meter



Read only the 5 white digits

How to take your water reading



Read only the first 4 black digits

NB: A FEE OF N$0.40 WILL BE CHARGED PER SMS.

READINGS TO BE TAKEN AND SUBMITTED BETWEEN 20TH AND 31ST OF EVERY MONTH.

E-MAIL SELF-READINGS AND FAX READINGS WILL NOT BE ACCEPTED

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

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

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

By submitting your water and electricity meter readings you will then ensure that your statement reflects the actual charges for both electricity and water consumption.

Your cooperation in this regard will be much appreciated.

The City of Windhoek remains committed to deliver effective and efficient municipal services, thereby enhancing the quality of life of all our people.

Issued by:

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

City of Windhoek Engages Representatives of the Chinatown Informal Traders on Safe Trading Solutions

By Steven Kashekele, *Corporate Communication Officer*



Chinatown informal traders staged a peaceful march to the City of Windhoek Head Office, calling for support for local vendors and sustainable trading solutions.

The City of Windhoek engaged with representatives of informal traders following a peaceful march to the City's Head Office, where concerns surrounding trading activities at Chinatown were discussed.

The meeting comes after the City requested more than 100 informal traders operating at Chinatown to vacate the area due to ongoing safety, hygiene and by-law compliance concerns. Complaints from formal businesses and residents have highlighted issues including traffic congestion, illegal trading on road reserves, poor waste management, open fires near private properties, sanitation challenges and the use of children in trading activities.

City of Windhoek Chief Executive Officer Moses Matyayi reiterated that the City has engaged vendors on several occasions and will continue to provide education on the applicable by-laws. However, compliance remains a challenge.

"Our concern is the safety of both traders and the public. Trading on road reserves, poor waste disposal and fire hazards place lives and property at risk. The City's responsibility is to protect everyone while ensuring that trading takes place in a safe and orderly environment," he said.

The City confirmed that more than 20 formal trading markets are already operating across Windhoek, with an additional 19 sites identified for future development. In the vicinity of Chinatown, there is Bonsmara Market, which is a formal market developed by the City is already located only a short distance from the current informal trading area. However, some vendor representatives argued that relocating there would reduce customer access, as they believe most customers prefer the current roadside location.

The City noted that similar concerns have been raised elsewhere in the past, but experience has shown that traders can successfully establish themselves in formal markets when they relocate.

CoW Mayor Cllr. Sakarias Uunona emphasised that the matter is not about preventing people from earning a living, but about upholding integrity, fairness and the rule of law.

"The argument that formal markets are too far from customers cannot be used as a blanket excuse. We have seen markets where traders relocated successfully and continue to operate. We must work together to build a trading environment that benefits everyone," the Mayor said.

Looking ahead, the City said developing a formal market at Chinatown remains part of its long-term plans, although this will require significant investment and the installation of essential infrastructure such as water, sewer and other municipal services before construction can begin.

As an immediate way forward, the current group of 104 traders will be encouraged to apply for available formal trading spaces at the existing Bonsmara market near Chinatown and other designated locations. Vendor representatives also committed to contributing N$200 per month towards the development of a formal trading facility and proposed forming an association to strengthen collaboration with the City.

The City emphasised that the enforcement of by-laws is not intended to deprive residents of economic opportunities, but rather to ensure that all trading activities take place in a safe, healthy and regulated environment. The City advised vendor representatives that a formal written response on the matter, outlining the way forward, will be issued.



Vendors gathered outside the City Head Office ahead of discussions with City leadership on the future of trading at Chinatown.



An aerial view of traders gathered outside the City of Windhoek Head Office during the engagement with City leadership.



Representatives of the Chinatown informal traders met with the City to discuss safe, orderly and sustainable trading solutions.



City of Windhoek CEO Moses Matyayi emphasised that safe, regulated trading protects both vendors and the public.



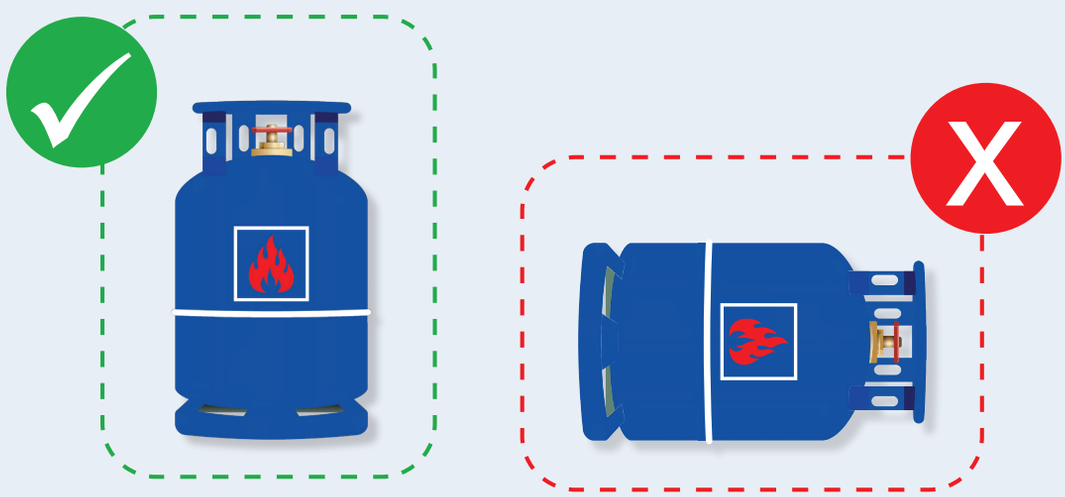
City of Windhoek Mayor Cllr. Sakarias Uunona reiterated the City's commitment to balancing livelihoods with public safety and compliance.

City of Windhoek

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City of Windhoek
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FIRE SAFETY TIP:
Liquified Petroleum Gas(LPG)



Always keep gas cylinders upright **(never lying on their side)**, even when transporting, to prevent liquid gas leaks which can cause fires, explosions, or damage to the valve.

WINDHOEK FIRE BRIGADE SERVICES

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CoW Strengthens Partnership with Kilimandjaro 3315 Community

By Steven Kashekele, *Corporate Communication Officer*

Residents of Kilimandjaro 3315 have called for urgent action to improve safety and essential municipal services, citing frequent nighttime gunshots, fires and other community concerns during an engagement with the City of Windhoek on Saturday, 11 July 2026.

Held at the Maxuilili Centre in Katutura, the engagement brought together City officials and the Kilimandjaro 3315 Community Leadership Committee (CLC) to discuss challenges affecting the community.

Residents raised concerns about crime, unlicensed bars, fire outbreaks, water interruptions, sanitation, electricity, refuse collection, roads, street naming and local economic opportunities. They also called for better communication when refuse collection schedules change. "Our residents want to live in a community where children can sleep peacefully without the sound of gunshots, loud late-night music or the fear of fires breaking out at night," said CLC Vice-Chairperson Joey !Gawaxas.

Superintendent Marcelline Murapo of the City Police encouraged residents to establish neighbourhood watch structures and work closely with the City Police to strengthen crime prevention. The City's Emergency Services and Disaster Risk Management Division also urged residents to participate in fire prevention and emergency preparedness programmes. "Preparedness saves lives," said Fillipus Sikongo.

Officials from the Corporate Communication, Marketing and Public Participation Division assured residents that matters requiring technical intervention would be referred to the relevant departments, with feedback provided through follow-up engagements. CLC Chairperson Maria Phillemon welcomed the engagement, saying continued dialogue would strengthen cooperation and contribute to improving living conditions in Kilimandjaro 3315.

The meeting concluded with a commitment by the City and the CLC to maintain regular engagements and work together to address residents' concerns and improve service delivery.



Residents raised concerns about crime, fire outbreaks, water supply, sanitation, electricity, roads, and refuse collection.



CoW met with the Kilimandjaro 3315 Community Leadership Committee to strengthen partnerships and discuss practical solutions to challenges affecting the community.



A mountain view of the Kilimanjaro Informal Settlement, where the CoW and the community committed to continued collaboration to improve safety, service delivery and living conditions.

Groot Aub Pipeline Project Phase 2 Brings Reliable Water Closer to the Community.

By Anna Shiimi, *Communication Officer - Trainee*



Councillors, together with the City of Windhoek project team, participate in the official ground-breaking ceremony marking the commencement of Phase 2 of the Groot Aub Water Pipeline Replacement Project.

The City of Windhoek has taken another significant step towards improving the quality of life for residents of Groot Aub with the official ground-breaking ceremony for Phase 2 of the Groot Aub Water Pipeline Replacement Project.

The event, attended by City leadership, community representatives, engineers, contractors and residents, marked the continuation of an important infrastructure programme that began in 2023. The project reflects the City's ongoing commitment to providing reliable, sustainable and dignified water services to the growing Groot Aub community.

Regional Councillor for the Windhoek Rural Constituency, Willem Gariseb, welcomed guests and expressed his appreciation to the City of Windhoek and everyone involved in the project. He noted that the pipeline replacement will significantly improve the lives of Groot Aub residents by addressing long-standing water supply challenges.

Delivering the keynote address, Deputy Mayor Nangula Amutenya described the occasion as more than the start of another construction phase.

"Today marks more than the start of construction. It represents another milestone in the Municipal Council of Windhoek's continued investment in providing reliable, sustainable and dignified water services to the residents of Groot Aub."

She highlighted that access to reliable water is fundamental to public health, education, economic activity and community development. As Groot Aub continues to grow, ageing infrastructure has resulted in low water pressure and frequent supply interruptions, making investment in upgraded infrastructure both urgent and necessary.

Phase 2 of the project carries a contract value of N$5 million and is expected to be completed within approximately six months. Together with Phase 1 and

the procurement of pipeline materials, the City's investment in the Groot Aub Water Pipeline Replacement Project now amounts to approximately N$18.4 million, including N$11 million spent on pipeline materials that will be used during the current and future phases.

The replacement and upgrading of critical sections of the water network will improve infrastructure capacity, increase water pressure and provide a more reliable water supply to the community. The project also forms part of the City's broader strategy to renew ageing infrastructure while planning for future population growth.

Deputy Mayor Amutenya thanked residents for their patience and constructive engagement throughout the process, assuring the community that their concerns had been heard and were now being addressed through tangible action. She also called on residents to help protect the investment by preventing vandalism, illegal water connections and damage to municipal infrastructure.

Project Engineer Jacobus Jacob explained that the construction period is expected to take about six months. He encouraged residents to remain patient throughout the process, noting that replacing critical pipeline infrastructure is a complex undertaking that requires careful planning and phased implementation to ensure long-term success.

Speaking on behalf of the Municipal Council of Windhoek and the Groot Aub community, Councillor Demetreo Beukes expressed gratitude to everyone who contributed to reaching this important milestone. He thanked the Deputy Mayor, councillors, management, engineers, contractors, officials, traditional leaders and the community for their collective support and commitment.

Councillor Beukes also encouraged residents to continue working closely with the project team, observe safety measures during construction and protect the completed infrastructure for the benefit of future generations.

The highlight of the day, however, came from the residents themselves. Community members attended the ceremony in large numbers and welcomed the announcement with excitement and optimism. Many shared how improved access to water would transform their daily lives.

Residents explained that reliable water would make everyday tasks much easier, allowing families to maintain proper hygiene, children to attend school in clean uniforms and households to enjoy improved sanitation without depending on neighbours for water. Pensioners also expressed their appreciation, saying the project would ease the burden of accessing water and improve their quality of life.

The ground-breaking ceremony concluded on a hopeful note as the City officially launched Phase 2 of the project. Once completed, the upgraded pipeline will not only strengthen Groot Aub's water infrastructure but also contribute to healthier households, improved service delivery and sustainable community development.



Windhoek Rural Constituency Councillor Willem Gariseb, Windhoek Deputy Mayor Nangula Amutenya, and Councillor Demetreo Beukes at the official ground-breaking ceremony for Phase 2 of the Groot Aub Water Pipeline Replacement Project.

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FIRE SAFETY TIP:
Liquified Petroleum Gas(LPG)

- Regularly test for gas leaks by applying soapy water to connections and watching for bubbles.



SAFETY TIPS

HIGHLY FLAMMABLE LPG

- Always keep the cylinder in a well-ventilated area and never position it near drains or enclosed spaces.





CITY OF WINDHOEK EMERGENCY MANAGEMENT

DISASTER RISK MANAGEMENT

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Know your Councillor:

CLLR AUSTIN K. KWENANI - Chairperson of the City of Windhoek Management Committee

By Anna Shiimi, *Communication Officer - Trainee*



Councillor Austin K. Kwenani

With more than 20 years of experience in operations and logistics, Windhoek Councillor Austin K. Kwenani brings a wealth of professional experience and a strong commitment to community service and sustainable development.

Originally from the Zambezi Region, Cllr Kwenani has served as a Windhoek Councillor since 2020, and currently serves as Chairperson of the City of Windhoek Management Committee. During his tenure, he has served on the Council's Management Committee and chaired the Council Sub-Committee on Economic Development, Public Safety and Social Welfare. His work involves strategic leadership, policy development, oversight and engaging with communities on issues affecting residents.

Cllr Kwenani holds a Diploma in Labour Studies from the Labour Resource and Research Institute (LARRI) and is currently pursuing qualifications in Marketing at the Namibia University of Science and Technology (NUST) and Paralegal Studies at STADIO.

Professionally, he has served as a Logistics Officer with the National Youth Service since 2008, where he oversees transport services, logistics systems, resource utilisation and safety. His previous positions include Chief Control Officer at the Ministry of Youth and Sports, Control Officer at the Khomas Regional Council and Transport Clerk at the Ministry of Agriculture, Water and Land Reform.

His experience in transport logistics, procurement, budgeting, planning and policy development has shaped his approach to leadership and problem-solving.

Outside his professional and council responsibilities, Cllr Kwenani enjoys reading, writing, travelling, photography and design. He is also passionate about sports and urban agriculture and serves as the chairperson of a neighbourhood watch.

Through his leadership and community involvement, Cllr Kwenani continues to contribute to efforts aimed at improving services and creating a safer, more sustainable and inclusive Windhoek.

Windhoek Opens its Doors to Share Renewable Energy Solutions to Swakopmund

By Steven Kashekele, *Corporate Communication Officer*



In the spirit of partnership and collaboration: (From left) Swakopmund Municipality CEO Alfeus Benjamin, Mayor Suama Kautondokwa, Windhoek Mayor Cllr. Sakarias Uunona, and CoW CEO Moses Matyayi during the courtesy visit to the City of Windhoek Head Office.

The City of Windhoek continues to strengthen its position as a leader in sustainable urban development by sharing knowledge and innovation with fellow local authorities. In the spirit of partnership and collaboration, the Swakopmund Municipality recently paid a courtesy visit to the City of Windhoek to benchmark the City's newly established Solar Centre and learn more about its role in promoting renewable energy, electricity supply and affordable energy solutions.

Welcoming the delegation, City of Windhoek Mayor, His Worship Councillor Sakaria Uunona, said collaboration among cities is essential in addressing the challenges that municipalities face today.

"Cities should work together, share ideas, celebrate achievements and collectively overcome the challenges we all face. Water security, housing and sustainable energy are no longer issues for individual municipalities. They require collaborative solutions.

City of Windhoek Chief Executive Officer Moses Matyayi said partnerships have played a significant role in advancing the City's development agenda. "The City of Windhoek enjoys outstanding relationships with many local and international partners whose support has helped fund and implement several strategic projects. Swakopmund Municipality should leverage these collaborative opportunities because our mission is the same, to improve the quality of life of our residents while promoting sustainable development. This aligns with Namibia's Sixth National Development Plan (NDP6), particularly its commitment to environmental sustainability, resilient infrastructure and inclusive economic growth, ensuring development benefits both our people and future generations," He explains.

"Moreover, as we look to the future, we would like to see the development of a desalination plant capable of supplying water to our three sister cities of Walvis Bay, Swakopmund and Windhoek. By working together today, we are building stronger and more resilient cities for tomorrow," Matyayi envisions.

Swakopmund Municipality Mayor Her Worship Suamma Kautondokwa said the visit was an important learning opportunity. "We are particularly interested in understanding the City of Windhoek's solar energy implementation programme. The Solar Centre is an excellent initiative where residents can learn about solar installations and renewable energy technologies".

The Windhoek Solar Centre, established through a partnership between the City of Windhoek and the City of Berlin, serves as a knowledge hub that provides impartial



CoW Mayor, His Worship Cllr. Sakarias Uunona, welcomes the Swakopmund Municipality delegation, highlighting the importance of collaboration in building sustainable and resilient cities.



Swakopmund Municipality Mayor, Her Worship Suama Kautondokwa, says the visit provides valuable insights into Windhoek's renewable energy and solar initiatives.



CoW CEO Moses Matyayi says partnerships and knowledge sharing are key to delivering sustainable development and improving residents' quality of life.

advice and practical information on solar energy to residents, businesses and institutions. As part of the City's renewable energy strategy, the centre promotes clean, affordable and sustainable energy solutions.

Beyond offering technical advice, the Solar Centre places a strong emphasis on community engagement. Young engineers actively engage communities through household visits to educate residents on the benefits of solar energy, demonstrating how renewable energy can lower electricity costs, improve energy security and contribute to environmental sustainability. These practical, people-centred solutions empower residents with the knowledge to embrace clean energy and can serve as an inspiring model for other local authorities.

During the engagement, both municipalities acknowledged that the growing influx of people into urban areas continues to place pressure on housing, electricity infrastructure and essential municipal services. The exchange of ideas reaffirmed that collaboration, innovation and knowledge sharing remain critical in building greener, smarter and more sustainable Namibian cities for generations to come.



Officials from the City of Windhoek and Swakopmund Municipality engage in discussions on renewable energy, innovation and strengthening municipal collaboration.

Responsible Waterway Practices Protect Public Health and Prevent Flooding

By Steven Kashekele, *Corporate Communication Officer*

Every rainy season serves as a reminder that keeping Windhoek safe is a shared responsibility. While heavy rainfall is beyond anyone's control, many flooding incidents can be reduced through simple everyday actions, such as keeping stormwater passages, drainage channels and sewer systems free from waste.

Storm water passages are designed to carry rainwater safely away from homes, roads and public spaces. However, when these channels are blocked with sand, rubble, household waste, building materials or garden refuse, water has nowhere to flow. Instead, it backs up and floods streets, homes and surrounding communities.

Earlier this year, several households in Windhoek's informal settlements experienced severe flooding after heavy rains. Families were forced to leave their homes and seek emergency accommodation as floodwaters damaged their belongings and made living conditions unsafe. While extreme weather played a role, blocked stormwater channels worsened the impact in many affected areas.

The consequences extend beyond flooding. Illegal dumping into sewer lines and drainage pipes that transport wastewater to the Gammams Wastewater Treatment Plant causes blockages that force untreated sewage back onto streets and into neighbourhoods. This creates unpleasant odours, attracts insects and rodents, and exposes residents to harmful bacteria and diseases, posing a serious public health risk.

Julia Heimo, officer for Water Demand Management at the Department of Infrastructure Water Technical Services at the City of Windhoek, says protecting the City's water infrastructure starts with responsible behaviour.

"Stormwater channels and sewer systems are critical public infrastructure that protect our communities. When people dump waste into these systems, they increase the risk of flooding, damage essential infrastructure and create unnecessary health hazards. Every resident has a role to play in keeping our city safe and clean." She spoke.

The City of Windhoek urges residents to dispose of waste responsibly, avoid dumping soil, rubble or litter into stormwater channels, and report blocked drains or illegal dumping before they become major problems. Community clean-up initiatives also provide an opportunity for neighbours to work together to keep waterways clear.

Protecting our stormwater and wastewater systems is not only about preventing floods, but it is about safeguarding lives, protecting property and preserving a healthy environment for everyone. By adopting responsible waste disposal practices today, every resident can help build a cleaner, safer and more resilient Windhoek for generations to come.



Flooding in a Windhoek informal settlement earlier this year forced some families from their homes, highlighting the dangers of blocked waterways.



A blocked stormwater drainage channel in Kilimandjaro Informal Settlement, clogged with sand and food waste, restricting the natural flow of rainwater.



A clean and well-maintained stormwater drainage channel in Kilimandjaro Informal Settlement allows water to flow freely, reducing the risk of flooding.



Wastewater overflowing from a blocked sewer manhole in Khomasdal, creating serious public health and hygiene concerns.

City of Windhoek

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PUBLIC NOTICE

REGISTRATION OF STANDBY GENERATORS & SOLAR PV (PHOTOVOLTAIC) SYSTEMS

Start date of Amnesty: 16 September 2024
Due date of Amnesty: 16 September 2026

The City of Windhoek's Electricity Department is announcing a mandatory registration process for all embedded generators, including standby generators. This measure is necessary due to the evolving nature of our electricity distribution network and the potential hazards posed by these generators, such as feedback into the grid that can endanger operating personnel, cause network instability, and damage equipment.

1. Registration Requirement: All clients must register their embedded generators, including standby and solar PV systems, within the next 24 months (inclusive of weekends and public holidays), starting from the date of this notice. Failure to do so will be considered an illegal wiring offense, which may result in penalties.

2. Inspection Process: All generators will be subject to general inspections by City Council inspectors. This will include:
   - Testing for interlocking systems to prevent parallel operation with the grid.
   - Visual inspections and testing.

   Clients must address any substandard wiring issues identified during the inspection before approval is granted.

3. Licensing for Large Generators: Standby generators with a capacity exceeding 500kVA must possess a generation license in accordance with the Electricity Act, 2007. Please attach this license to your registration application.

For registration and any inquiries, please contact:

Niklaus Puturi,
Senior Installation Inspector,
Email: Niklaus.Puturi@windhoekcc.org.na,
Tel: 061 290 2460

Joseph Mundilo,
Engineer Installation Inspection & Renewable Energy,
Email: Joseph.Mundilo@windhoekcc.org.na,
Tel: 061 290 3788

Note: Registration is a requirement under the Distribution Grid Code: Electricity Act, 2007.

We appreciate your cooperation in ensuring the safety and stability of our electricity network.

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How the cities of Bogotá and Windhoek are rethinking water accessibility

On 8 July 2026, the SDG Local Action series hosted its webinar *"Ensuring the Accessibility of Municipal Water."* The event featured two cities with very different starting points but a shared imperative: securing water access for their residents.

Bogotá shared how a 2024 supply crisis pushed the city to redesign its water bill as a behavioural policy tool. Windhoek presented more than 56 years of experience managing direct potable reuse and explained how the city is scaling that system today.

The session explored how cities, whether responding to sudden shocks or managing decades-long scarcity, can combine infrastructure, behaviour change, and careful risk management to build lasting water resilience.

Water scarcity looks different depending on where you stand. For Bogotá, it arrived suddenly in April 2024, when the Chingaza reservoir system, which supplies nearly 70% of the city's water, fell to levels not seen in decades. For Windhoek, water scarcity has been a long-standing reality in one of the driest capital cities on Earth, addressed since 1968 through one of the world's longest-running direct potable reuse programmes.

Both cities shared their experiences during the SDG Local Action webinar, offering two distinct but complementary models for how local governments can secure water access under mounting pressure.

Bogotá: Turning a bill into a behavioural policy tool

When Bogotá's water crisis hit in 2024, city officials quickly recognised that the challenge was not purely technical. Reservoirs could be monitored and rationing schedules enforced, but changing how nearly three million households related to water required something more: a shift in habits, beliefs, and culture.

The city's Public Innovation Lab (iBO), together with the water utility EAAB, treated the crisis as an adaptive challenge rather than an engineering problem alone.

The process began with a behavioural science workshop involving more than 30 experts, which generated 144 ideas and identified three root causes of wasteful consumption:

- information gaps;
- entrenched behavioural habits; and
- weak incentives and sanctions.

From there, the team redesigned the city's core communication tools, most notably the water bill itself, which had historically been a purely transactional document that few residents actually read.

The redesign process was extensive:

- 21 insights distilled from citizen research;
- 12 prototypes developed through ideation;
- 25 prototype iterations;
- more than 40 validation sessions with citizens, combining eye-tracking and focus groups; and
- four technical, legal, and regulatory validation rounds.

The result, rolled out to 2.6 million households in November 2024, transformed the bill into what the city now calls a "behavioural public policy tool."

The redesigned bill:

- compares a household's consumption with city and neighbourhood averages;
- translates cubic metres into litres that people can visualise, including a bottle-by-bottle comparison; and
- clearly flags any increase in usage.

The bill redesign was supported by several complementary interventions, including a WhatsApp-based reporting channel for water misuse, a graphic campaign for common areas, and community initiatives such as #JuntosPorElAgua, which rewarded neighbourhoods that achieved the highest savings.

By April 2025, with Chingaza recovered to 39.98%, the crisis was formally declared over. However, the redesigned bill remains in place, and Bogotá's Secretary of Culture is now measuring its longer-term impact on consumption behaviour. Bogotá's experience offers a clear lesson for other municipalities: public services can continue innovating long after the emergency has passed, and everyday touchpoints with citizens, a bill, a notification, or a household comparison, can be as influential as new pipes or reservoirs in building water resilience.

Windhoek: Sustaining reuse as a permanent pillar of supply

Windhoek's relationship with water reuse is older than the operating history of many water utilities.

In the 1950s, the city's population was growing rapidly, at times by more than 10% per year, while being located in a desert climate with no nearby river, lake, or significant surface water source. A 1958 Executive Commission concluded that existing sources, including already overtaxed boreholes, could not keep pace with demand.

After reviewing the alternatives, the city's 1960 water supply report was unequivocal: reclaiming water from the sewage works was "the key to the whole report." Water reuse was not considered one option among many; it was identified as the only feasible path forward.

Windhoek responded by treating wastewater to drinking-water standards and returning it directly to the potable supply. The city commissioned the world's first direct potable reclamation (DPR) plant, which began operating on 18 October 1968. The plant immediately supplied 15-25% of the city's potable water and helped avert another drought.

What began as an emergency measure has since become one of the most established components of Windhoek's water supply mix, currently reclaiming 20,000-21,000 m^3 per day.

Windhoek's current strategy

Today, Windhoek's approach is no longer experimental. It rests on several clear, data-driven pillars.

Expanding reclamation, with a built-in ceiling

A phased plan will increase reclamation

capacity from 20,000-21,000 m³/day to 30,000-31,000 m³/day through the construction of a second plant (DPR2) by 2029 (Phase 1), and later to 40,000-41,000 m³/day (Phase 2).

Importantly, the city has deliberately capped reclamation at no more than 50% of total demand, reflecting a cautious, risk-managed approach to dependence on a single augmentation source.

Managing demand during drought

Annual water demand ranges from 26 million m³ in a normal year to 22.1-24.7 million m³ during drought periods, demonstrating a proven ability to manage consumption under stress.

Reducing losses in the network

Windhoek is transparent about a major ongoing challenge: non-revenue water losses of 25-30%. These losses are driven by:

- frequent pipe breaks;
- undetectable underground leaks;
- free water use and communal facilities in informal settlements; and
- uncollected supply.

Reducing these losses, including through a gradual shift toward pre-paid metering, is now treated as a priority alongside expanding reclamation capacity. Every cubic metre saved reduces pressure on the DPR system.

Building a drought buffer

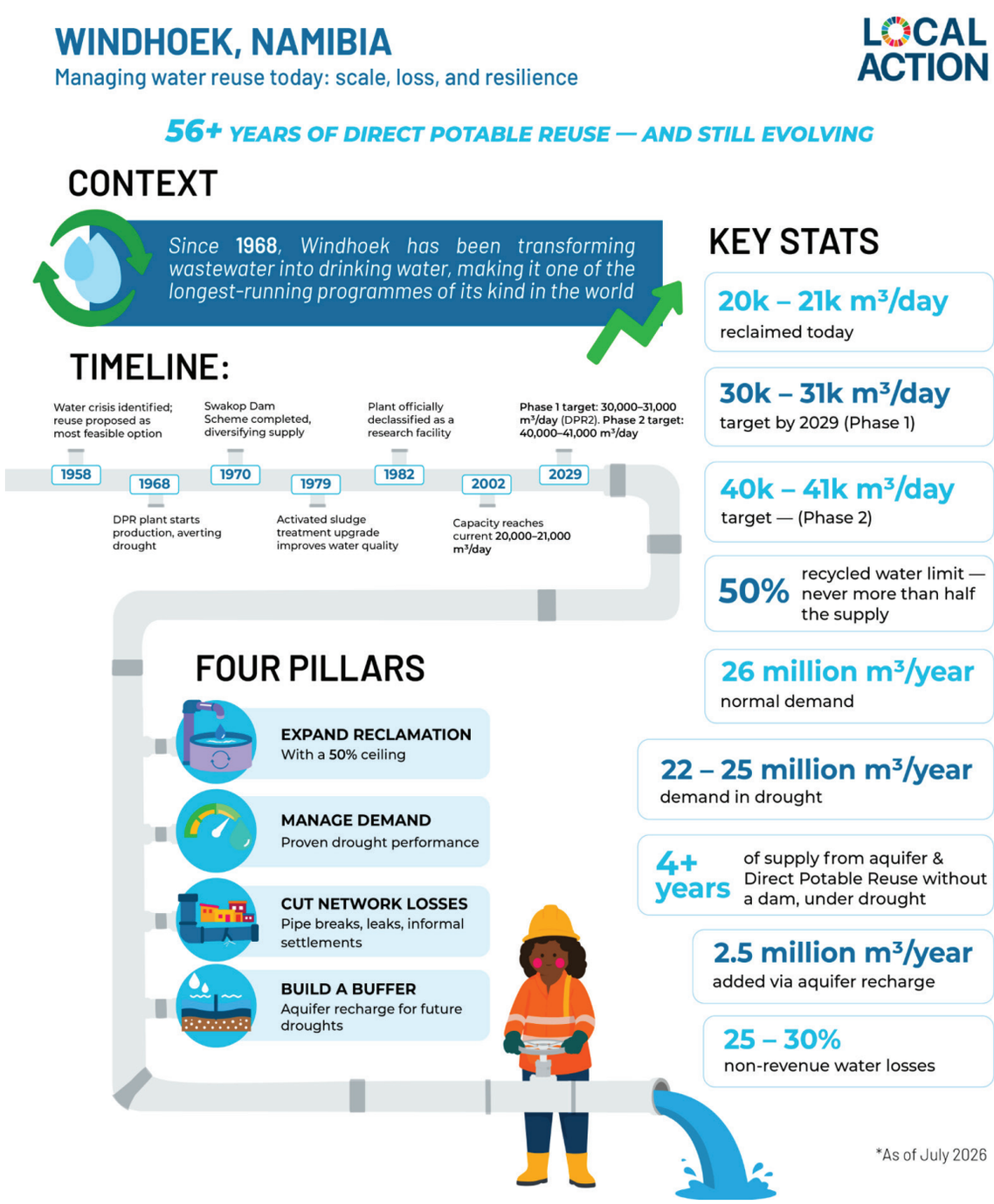
Artificial recharge of the southern aquifer adds 2.5 million m³ per year, in addition to natural recharge. Combined with direct potable reuse, the aquifer could sustain the city for more than four years under suppressed demand, even without a functioning dam source.

Taken together, Windhoek's strategy is no longer about proving that reuse can work; that question was settled more than half a century ago. The focus today is on scaling reuse responsibly, reducing distribution losses, and diversifying storage so that no single source carries the full burden of the city's water supply.

Two paths, one imperative

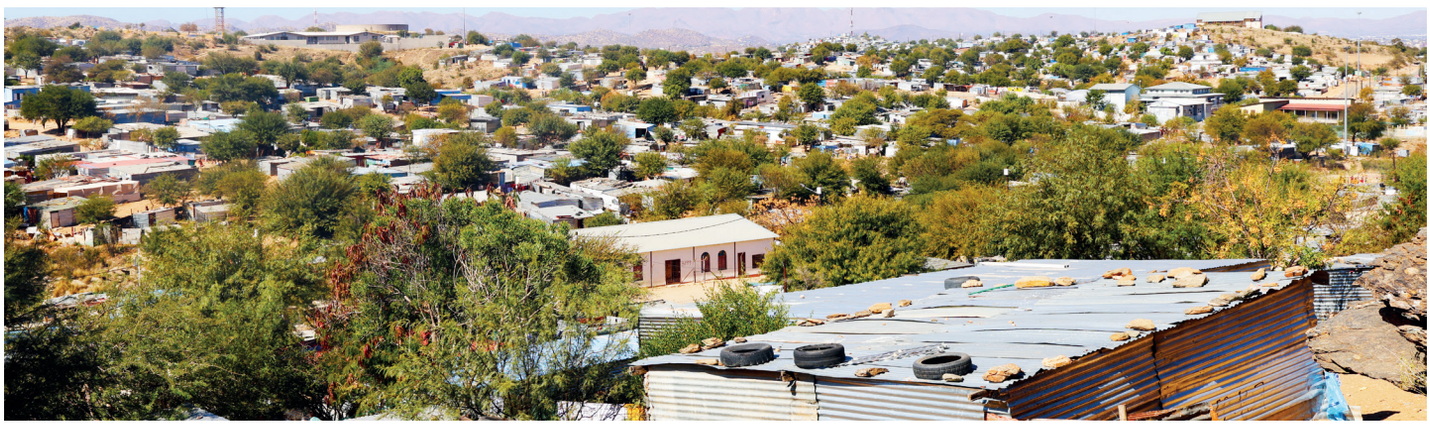
Bogotá and Windhoek arrived at water resilience from very different starting points: one through a sudden crisis that demanded rapid behavioural innovation, the other through decades of sustained investment in reuse infrastructure that is now being carefully expanded and diversified.

Yet both cities illustrate the same underlying principle: securing municipal water is not only an engineering challenge. It also requires cities to combine technical solutions with the tools, incentives, and communication strategies that shape how people actually use water, day by day.



One Tap, A Thousand New Beginnings

By Steven Kashekele, *Corporate Communication Officer*



A mountain view of Babylon and surrounding informal settlements was captured from the Windhoek Kilimandjaro Mountain, highlighting the growing communities where the CoW continues to expand access to essential water services.

For many years, accessing water was one of the greatest daily challenges for families living in Windhoek's informal settlements. Residents often walked long distances over rocky hills and dusty paths to reach the nearest communal tap, carrying heavy containers back home. The journey was physically demanding, time-consuming and, for many women and children, often unsafe.

Today, that reality is steadily changing. Through the City of Windhoek's continued expansion of communal water points in communities such as One Nation, Havana, Okahandja Park, Greenwell Matongo and Otjomuise Extensions, thousands of residents now have access to clean water much closer to their homes.

For Petrus Nangolo, a single father of two living in Otjomuise, the new communal water point has brought peace of mind. "Every time I went to fetch water, I worried about leaving my children alone. Now the tap is much closer, and we have more time together. Life has become much easier," he says.

The City is also improving water access in Otjomuise. Following a request from the community for a communal water point closer to residents, the City assessed the need and approved the installation of a new water point at Erf 3372, Bombay Street. Residents had previously travelled long distances to access the nearest communal tap on Istanbul Street. A site handover and inspection were conducted on 7 July 2026, and construction is progressing steadily.

City of Windhoek Councillor Ivan Skrywer who facilitated the installation of a new water point said improving access to clean water remains a priority for the City as it works to enhance the quality of life in communities.

The City of Windhoek remains committed to expanding access to essential services in informal settlements, recognising that reliable access to clean water improves public health, supports education, strengthens families and enhances the quality of life for all residents.



A communal prepaid water tap which provides residents with safe, clean water closer to their homes, reducing the distance families once walked to collect water.



ON SITE - CoW Cllr. Ivan Skrywer who facilitated the installation of a new water point said improving access to clean water remains a priority for the City as it works to enhance the quality of life in communities.



Cllr. Ivan Skrywer, community members and Petrus Nangolo, a resident of Otjomuise, who said that having a communal tap near his home will reduce the time spent fetching water, allowing him to spend more time caring for his two children.

SOCIAL MEDIA CHATS

Your questions answered

By Lydia Shifa, *Communication Specialist*

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.

City of Windhoek, I want to understand. If Grootaub has not been proclaimed as a town, municipality, or formal urban area, then why is the City of Windhoek referring to it as municipal land?

Before the City of Windhoek becoming involved in Groot Aub, land was allocated through the regional councillor and traditional leaders. Residents who received these allocations subsequently invested their own money, time and labour in developing the land. Many constructed temporary or permanent structures, installed septic tanks, invested in solar systems and made other improvements using their own resources. So, when someone decides to relocate and transfers their allocated piece of land to another person while putting a price on the improvements and value they personally added, how exactly does that automatically become "selling of municipal land"?

I understand the principle of not selling land that does not legally belong to you. But surely there is a difference between selling land and recovering the value of the structures, improvements, labour, and investments you have made on land that was allocated to you.

Are people expected to simply walk away from everything they invested in? I am asking this sincerely: What is the actual legal and administrative position regarding land in Groot Aub? Are people allowed or not allowed to transfer when they leave? Because the situation needs clarity. People cannot be left confused while the rules and terminology keep changing.

Please note that Groot Aub falls under the jurisdiction of the Municipal Council of Windhoek and does not require proclamation as a separate town, as it already forms part of the municipal area of Windhoek following the extension of the City's municipal boundaries. The ownership of Farm Groot Aub was formally transferred from the Khomas Regional Council to the Municipal Council of Windhoek in 2017, following the boundary extension in 2011. As a result, ownership and administration of the land within Groot Aub vested in the Municipal Council of Windhoek, with the exception of a limited number of older properties for which individual owners hold registered title deeds.

With regard to property improvements, the City recognises that residents may have invested in developing structures and other improvements on the land. The City does not oppose residents recovering the value of such improvements.

However, the City discourages the sale or exchange of land where the seller does not hold legal ownership of the land, as this may expose buyers to financial and legal risks.

As a public institution, the City has a responsibility to promote orderly, sustainable development while protecting the interests of all residents. We therefore encourage anyone with improvements in Groot Aub who no longer wishes to reside there anymore, or who requires clarity regarding their rights or circumstances, to visit the City offices in Groot Aub or the Groot Aub Enquiry Office at the Municipal Head Office. Our officials will gladly provide guidance and assist with any queries.

City of Windhoek, instead of dealing with illegal selling of drugs all over this city and well-known house's selling drugs for many years destroying many young people and youth and the upcoming generations, City Police is busy removing street venders at every corner of town. Why on earth are they not dealing with drugs sellers around Khomasdal, Katutura and the CBD? They know the places where they are selling drugs and even the community knows. But street vendors are first seen as the most illegal activity. Why not drugs first?

The City of Windhoek takes concerns relating to illegal activities and the safety and wellbeing of residents seriously. The City Police continue to conduct enforcement operations in accordance with the City's mandate and applicable municipal by-laws. These operations address various forms of non-compliance, including illegal trading and activities that affect public safety, order and the use of municipal spaces.

Members of the public who have information regarding suspected drug dealing or premises where illegal drugs are being sold are encouraged to report such information to the Windhoek City Police via the toll-free number 061 302 302 or SMS 4444.

City of Windhoek, please give us update on when you are going to finish the Havana 4 way to provide residents in Havana with safe, functional & modern road infrastructure while contributing to overall appearance.

The Havana 4-Way intersection remains incomplete due to resistance from approximately 40 households whose structures are currently occupying the community market area. The City has now initiated the process of obtaining an eviction court order.

The City has already relocated more than 100 households from the road reserve to Havana Extensions 8 and 11. The remaining households have also been allocated plots in these extensions; however, they have not yet vacated the affected area.

As the affected structures remain within the project area and road reserve, the contractor is unable to complete the outstanding works. The City has therefore initiated the process of obtaining an eviction court order to facilitate the lawful removal of the remaining structures and enable the project to proceed.

Once the outstanding relocation and legal processes have been resolved, the contractor will be able to proceed with the remaining works.



Seen Around



The Right Honourable Prime Minister, Dr Elijah Ngurare, warmly greets City of Windhoek Cllr Austin Kwenani during his visit and meeting with the City of Windhoek.



The Right Honourable Prime Minister shares a light moment with City of Windhoek staff and attendees during the event.



Members of the City Junior Council, alongside young people, actively take part in the Mayoral Clean-Up Campaign.

Seen Around



CoW General Valuation Exercise staff at the commencement of the citywide valuation exercise in July. As the exercise continues, data collectors will carry official CoW identification, which residents may request to see. The exercise is currently underway in Klein Kuppe, Windhoek CBD and the surrounding suburbs.



Staff from the Corporate Communication, Marketing and Public Participation (CCMPP) Department, together with the Department of Infrastructure, Water and Technical Services during a departmental roadshow at the Bulk Water and Wastewater Division.

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

City of Windhoek

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

MOVE WINDHOEK

22 September CAR FREE DAY 22 September

CELEBRATING

CAR FREE DAY



SAVE THE DATE

25 SEPTEMBER 2026