

Water Connections & Accounts



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Connect Water Services

- 1 Obtain an **Application for the Connection of Water Services Form** from the Customer Service Centre, or download it from the municipal website.
- 2 Complete the form, including the owners signature, and specify when you want the service to be connected.
- 3 Hand in the completed form at the Customer Service Centre together with copies of the Lease Agreement and your ID. (The name of the applicant must appear on the lease agreement.)
- 4 If the erf is registered as a CC, applicants need to attach a copy of the Founding Statement, the members' permission, ID's and signatures.
- 5 If you intend connecting services for a business, a copy of the business certificate is required.
- 6 If an applicant is connecting services on behalf of a business or individual, a copy of the Power of Attorney must be attached.
- 7 You will be requested to verify your application at the Credit Controllers office. Once verified, a deposit amount as directed must be paid at the cashiers.
Households: N\$656.25
Businesses up to N\$4005.25
- 8 Take the receipt and your application back to the Customer Service desk to activate your account.

Disconnect Water Services

- 1 Obtain an **Application for the Disconnection of Services Form** from the Customer Service Centre, or download it from the municipal website.
- 2 Complete the form. It is compulsory to include your new residential and employer's address and the date of disconnection.
- 3 Hand in the completed form at the Customer Service Centre. The account will be closed.
Remember, you will still be billed for the last meter reading.

- 4 Any outstanding balance a month after the disconnection will be credited against your initial deposit.

Credit Refunds

Should you have credit left after the final deduction (two months after disconnection of services), you can apply that the credit be transferred to your new account or that it be refunded to you.

- 1 Obtain an **Application for Refund Form** from the Customer Service Centre, or download it from the municipal website. Complete it and hand it in at the Customer Service Centre. You will be refunded electronically, after the application has been processed.

Municipal Accounts

Municipal accounts are posted to the address specified on the services application form. Inform the Customer Service Centre of any address changes immediately. An **Address Change Form** can be obtained from the Customer Service Centre or downloaded from the municipal website.

Account printouts can be obtained from any Customer Service Centre at a minimal fee of N2.30 that is debited to the customer's next account.

It is the responsibility of the account holder to ensure that his/her municipal account is paid before the due date. Failing to pay your municipal account on time could lead to your water supply being cut-off. Failing to settle accounts in arrears can lead to legal action being taken against you. To reconnect your water supply, the full account needs to be settled and a **reconnection fee of N\$86.25** is payable.

Remember, there is a month delay in the municipal billing system, meaning the account you receive, for instance at the end of January, reflects the services rendered in the previous month, December. In a lease agreement the owner of the property is liable for the rates and taxes and sewage on property size.

The tenant is billed for the water consumption, sewage purification and refuse services. If the tenant absconds or moves out without paying his/her municipal account, the owner is responsible for settling the outstanding municipal account.

Payment Methods

There are different methods of paying a municipal account. Accounts can be paid at any municipal cash hall, whether in cash, by debit card or via cheque. Cheque payments must first be date-stamped by the Customer Service Centre, before being dropped in the wooden holder named "Cheque Payments".

Remember to attach your account to the cheque payment.

Direct Bank Deposit

Complete a deposit slip with the following details at any Standard Bank branch:

Municipality of Walvis Bay
Current Account no: 042 859 778
Branch Code: 082 272

Once deposited, fax a copy of the deposit slip, clearly showing your name, account and erf number. If you have multiple accounts, list the account numbers, erf numbers and the exact amounts you wish to credit to each account.

Internet Banking

Use internet banking facilities to make direct electronic fund transfers to the same account mentioned above. Include the same detail as above when faxing or e-mailing proof of payment. Use the reference field for your municipal account number. If you have multiple accounts rather put your name in the reference field and separately list your account numbers, the erf numbers and amounts for each account.

Debit Order

A debit order allows for an automatic bank deduction of the amount owed on the agreed date. A **Debit Order Form** can be obtained from Emily Tjongarero at room 121 at the Civic Centre, Walvis Bay or download a PDF version from the municipal website.

Use the contact details below to send confirmation or proof of payments, or completed Debit Order forms:

Fax: (064) 209 668
E-mail: etjongarero@walvisbaycc.org.na

Water meters and readings

Water meter readings are taken throughout the month. The owner of a property must ensure that the water meter is accessible. Customers can also send their own water meter readings via fax or the municipal website. When a water meter can not be accessed, an estimate reading is determined by comparing the water consumption trends of the previous months' readings.

The property owner is responsible for any leakages at water meters or water pipelines in his/her erf. Use a registered plumber to repair the leakage. In some cases you may qualify for a rebate or credit on your account due to the leakage.

- 1 Obtain an **Application for Water Leakage Credit Form** from the Customer Service centre or download it from the municipal website. This form must be completed by the plumber and yourself.
- 2 Submit the plumber's invoice and the completed form to obtain a rebate on the loss of water due to the leakage. This rebate or credit will be granted within three months after close scrutiny of the normal water consumption pattern. This monitoring ensures that there are no further leakages and determines the credit or rebate to be granted.

It is a criminal offence to tamper with or remove a water meter, or to reconnect the water supply after such services have been suspended.

Water meter installation charges are:

New meter.....: N\$ 920.00
Additional fee.....: N\$ 914.00
Additional meter
deposit payable builders.....: N\$1,000.00

Contact details

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For application forms visit:

www.walvisbaycc.org.na