

Q: How and where can I apply for the City of Windhoek loan for the installation of a prepaid water meter?

A: Applications to be done at all cash halls of the municipality

Q: Will I, as a prepaid customer, pay more per unit of water compared to postpaid customers?

A: Yes, a 4% is payable an infrastructure charge. However, the rest of the fee in the prepaid water unit cost is the same as for postpaid customers. Please note that the prepaid water charge includes your consumption as well as the water "basic" charge. The water basic charge is thus incorporated in the prepaid water charge. The water basic charge is also payable by postpaid customers. Furthermore, prepaid water meter customers who chose the prepaid water meter connection repayment/credit option, will pay an additional, monthly, installment.

Q: If I do not buy water for a particular month, do I still pay the water basic charge that month?

A: No. If you do not buy water for a month, you do not pay the water basic charge.

Q: If I do not buy water for a particular month, do I still pay my loan repayment installment that month (if I installed my meter with the credit/loan option)?

A: No, the loan repayment will be linked to the water purchase.

Q: How much will the prepaid water unit cost be? Will tariff blocks (step tariffs) apply?

A: The government-gazetted prepaid water unit costs are available in our tariff booklet on the City of Windhoek website at www.windhoekcc.org.na – Info portal – Tariffs. The prepaid water unit cost is subjected to tariff blocks (step tariffs) - the same as with the postpaid water unit cost.

(For more information on the City of Windhoek water supply situation indicator categories, please see our water management plan on the City of Windhoek website at www.windhoekcc.org.na – Info portal – Documents – Department of Infrastructure, Water and Technical Services)

Q: What charges will the City of Windhoek add to the cost of prepaid water?

A: The prepaid water charge includes the water basic charge, your water consumption charge, and an infrastructure charge of four per cent per unit (or per cubic metre). If you chose to install your prepaid water meter through the City of Windhoek loan/credit option, we also include your repayable installment.

Q: What is an infrastructure charge?

A: The infrastructure charge is a fee paid to the prepaid system infrastructure provider. As part of the system, vendors will sell prepaid water at convenient locations, for example service stations, over the internet, or via cellphone banking. The vendors collect revenue on behalf of the City of Windhoek and is paid a percentage-based commission as per the Procurement Act agreement.

Q: Where can I buy prepaid water?

A: Prepaid water tokens can be bought from selected vendors identified by the City of Windhoek (banks and other grocery outlets (depends on the super vendors) -same as for pre-paid electricity). To buy a prepaid water token you will need your 11-digit prepaid water meter number. This number can be obtained by pressing #0# on your meter's remote control (Customer Interface Unit – CIU).

Prepaid water tokens come in the form of a 20-digit number printed on your receipt. Load the token by entering the 20-digit number on your CIU. The CIU automatically sends the token to the meter. The CIU will respond with a message if the token was accepted, or not. Please note that your CIU has to be within a radius of 150m from your water meter to send the token to your prepaid water meter.

Q: If I am a pensioner – will I get discount on prepaid water?

A: Not at this moment

Q: As a means to encourage residents to save water, the City of Windhoek does not charge more than the NamWater tariff for the first six kilolitres of water supplied through conventional water meters. Will this also apply to prepaid water meters?

A: Yes.

Q: Where can I get more information about the City of Windhoek prepaid water meter roll-out campaign?

A: Visit our website at www.windhoekcc.org.na, and our social media pages (Facebook, Twitter, and Instagram) or please contact our Customer Contact Centre on 061 – 290 3777 for any further information. You can also email us at enquiry@windhoekcc.org.na.

Customer Contact Centre:

+264 - (0)61 - 290 3777

E-mail: enquiry@windhoekcc.org.na

www.windhoekcc.org.na

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City of Windhoek



Vision: To be a SMART and Caring City by 2022

Prepaid water meter roll-out campaign FAQ

Compiled by the Prepaid Water Meter Roll-Out Campaign (PREWAMET) Committee

Your questions answered

We have put together some commonly asked questions to give you more information about the City of Windhoek's prepaid water meter roll-out campaign.

You can find these common questions and answers on our website (www.windhoekcc.org.na) and on our social media channels (Facebook, Twitter and Instagram), where it is updated on a regular basis.

If you have a question that you cannot find the answer to, please email us at enquiry@windhoekcc.org.na.

General FAQs:

Q: What is a prepaid water meter?

A: A prepaid water meter is an intelligent water meter with both mechanical and electronic readings. It can control user overspend by prepaying for water needed. It is suited to the metering and billing of urban residential water use. Furthermore, it allows a consumer to pay for water before consumption and it stops dispensing water when credit loaded is depleted

Q: Is this the first time that the City of Windhoek is rolling out prepaid water meters?

A: Yes, for individual, residential customers. However, the City has been operating prepaid communal water meters in informal settlements for over a decade. Given Namibia, and specifically Windhoek's unique water supply situation, water is a scarce resource, which requires extraordinary conservation and administration. Over the years, the City of Windhoek installed more than 1000 standpipes, or communal water taps, in informal settlements. The City believes that prepaid water meters will benefit customers, as they will be in a better position to manage their own water consumption and subsequently their budgets. It also benefits the City as upfront payment is received for water usage, which enables the City to maintain the water infrastructure.

Q: How do these meters differ from communal prepaid water meters in Windhoek's informal settlements?

A: The residential prepaid water meters are individualised (straight connection to the house) for residential erven, while the communal prepaid meters are shared by surrounding group members who collects from a shared stand.

Q: Who is managing the current prepaid meter roll-out in Windhoek?

A: The roll-out campaign is spearheaded by the City of Windhoek Infrastructure, Water, and Technical Services department. The City of Windhoek will install the prepaid water meters.

Q: When will the prepaid water meter roll-out begin?

A: The City of Windhoek prepaid water meter roll-out officially kicks off in September 2021.

Q: Do I have a choice between a prepaid water meter, and a conventional water meter?

A: Yes. The installation of pre-paid water meters is voluntary, except for designated groups as communicated during the Windhoek Municipal Council meeting of 14 April 2021 (see details here: www.windhoekcc.org.na – Councillors' portal – Council agendas – April 2021).

Q: Will City of Windhoek councillors and employees install prepaid meters in their own homes?

A: The prepaid water meter roll-out campaign is supported by all councillors and employees. Councillors and employees are voluntarily participating in the roll-out of the first pre-paid water meters, also to be ambassadors for the project.

Q: Where can I get more information about the City of Windhoek prepaid water meter roll-out campaign?

A: Visit our website at www.windhoekcc.org.na, and our social media pages (Facebook, Twitter, and Instagram) or please contact our Customer Contact Centre on 061 – 290 3777 for any further information. You can also email us at enquiry@windhoekcc.org.na.

Application and installation FAQs

Q: Who can apply for the installation of a prepaid water meter?

A: Prepaid meters are for all interested City of Windhoek customers and is not limited to a specific group of customers.

Q: Is this prepaid water meter system integrated in the current City of Windhoek water meter, or will a new meter be installed?

A: A new prepaid water meter will be installed.

Q: Where can I apply for a prepaid water meter?

A: Applications must be completed, signed, and stored for record-keeping purposes, therefore clients are urged to come to Town House – the City of Windhoek head office in Independence Avenue - to fill out an application form. Applications to be done at all cash halls of the municipality

Steps

1. Complete application at City of Windhoek cash hall (Enquiry agents) by the client
2. A credit check will be done at enquiries
3. Create sundry invoice for payment at enquiry agents
4. Forward application and receipt to Bulk water for installation and filling thereof

Q: How do I apply for a new prepaid water meter?

A: Requirements:

1. Application should be done by owner of the account
2. Certified copy of the identify documents of registered/property owner
3. Municipal bill(s) must be up to date
4. Payment of approval installation cost

Q: Am I responsible for the prepaid water meter installation cost?

A: Yes. The applicant can either pay in advance for the once-off connection fee of the prepaid water meter, or apply for a loan from the City of Windhoek to cover the once-off connection fee (please see "Costs and pricing FAQs for more details).

Q: Who will install my prepaid water meter?

A: The City of Windhoek trained and upskilled employees who will install the prepaid water meters.

Q: Can I apply for a prepaid water meter for my backyard flat?

A: Yes, subject to Building Control Approval Plans as a flat.

Q: Can I apply for a prepaid water meter for my business?

A: Not at this moment. The exercise primarily targets the residential ervens. Business and commercial clients will be informed soon when to start applying.

Q: Can I apply for more than one prepaid water meter installation?

A: For the initial phase of the roll-out campaign, customers will be limited to two prepaid water meters each.

Q: Will the meter be installed inside or outside of my yard?

A: Either way depending on the circumstances of the erf.

Q: Can I switch over from a conventional to a prepaid water meter?

A: Yes. The applicant can either pay in advance for the connection fee of the prepaid water meter, or apply for a loan from the City of Windhoek to cover the connection fee (please see "Costs and pricing FAQs for more details).

Q: Can I switch back from a prepaid to a conventional water meter?

A: Yes, only if you, as the customer, is debt free with the City of Windhoek. The applicant will be liable to pay for all costs, including connection fees, associated with the switch back to a conventional water meter.

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Advantages of switching to a prepaid water meter FAQs

Q: What will I benefit from installing a prepaid water meter?

A: You take full control of your water consumption (you will be able to view your daily consumption and remaining water balance). It prevents overspend. The meter will alert possible leakages. It enables you to manage your cash flow and budget properly.

Q: Will I be notified should I have a leak while not at home?

A: There will be a specific warning icon showing on your refreshable remote control (Customer Interface Unit – CIU) when the CIU is within a 150m radius of your home.

Q: Will the prepaid water meter automatically shut off the water supply if a leak is detected?

A: No, but it will alert you. You have an option to shut water supply yourself using your remote control (Customer Interface Unit – CIU).

Q: Can I extract full water consumption reports from my prepaid water meter?

A: The prepaid water meter can show your usage per day, per month, and per three months. Hourly rates (within three months) will still be available on request from the City of Windhoek.

Q: Can I set my own water usage and limit controls?

A: No. However, a so-called "User Totalizer" is available if you want to measure how much water you are using for a specific event. For example, you can measure how much water you use while watering your garden, or how much your washing machine is using per wash. This will allow you to implement the necessary savings.

Q: Can I disable/close my prepaid water meter when I am on holiday?

A: Yes.

Q: Can I monitor my water meter and consumption remotely when not at home?

A: You can only monitor your water meter and consumption within a 150m radius of your water meter.

Q: What if I have poor mobility, or struggle to walk? How will I recharge my prepaid water meter?

A: You can recharge your prepaid water meter in the comfort of your home, through your cellphone, or internet banking. The system allows for virtual charging.

Q: What are the benefits of prepaid water meters to pensioners?

A: You take full control of your water consumption. It prevents overspend. The meter will alert possible leakages. It enables you to manage your cash flow and budget properly.

Q: Will my prepaid water meter work in the event of a power failure, or when I run out of electricity?

A: A: Yes. The meter runs on batteries with the lifespan 10 years, and a warranty of one year, and therefore is not affected by power outages.

Q: Can I upgrade my prepaid water meter?

A: Yes. It will be possible at a future stage for the City of Windhoek to upgrade your prepaid water meter through Sigfox, and the internet of things.

Q: Where can I get more information about the City of Windhoek prepaid water meter roll-out campaign?

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Maintenance and repairs FAQs

Q: What if my prepaid water meter breaks?

A: The City of Windhoek will repair or replace broken/faulty meters. However, customers will be charged if vandalism is detected.

Q: What happens when the meter pipe breaks on the City of Windhoek's side of the prepaid water meter?

A: The City will pay for the repair costs. However, if the meter pipe breaks on the customer's side, the customer will be responsible to engage his/her own plumber for repairs at own cost.

Q: What happens if my meter is stolen?

A: City of Windhoek has a City Police department and therefore will investigate the matter. A meter will be replaced and the culprits, when found, will be charged accordingly.

Q: Where can I get more information about the City of Windhoek prepaid water meter roll-out campaign?

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Charges, tariffs and payments FAQs

Q: What is the prepaid water meter installation cost?

A: The prepaid water meter installation cost is N\$4293.45, excl. VAT, payable by the customer. Customers, who choose to do so, can apply for a loan from the City of Windhoek to pay for the prepaid water meter installation connection fee.

Q: What are the terms of the City of Windhoek loan for the installation of a prepaid water meter?

A: Installation loan is worked in the tariff, and option is included on the application form the prepaid meter.