



MEDIA RELEASE

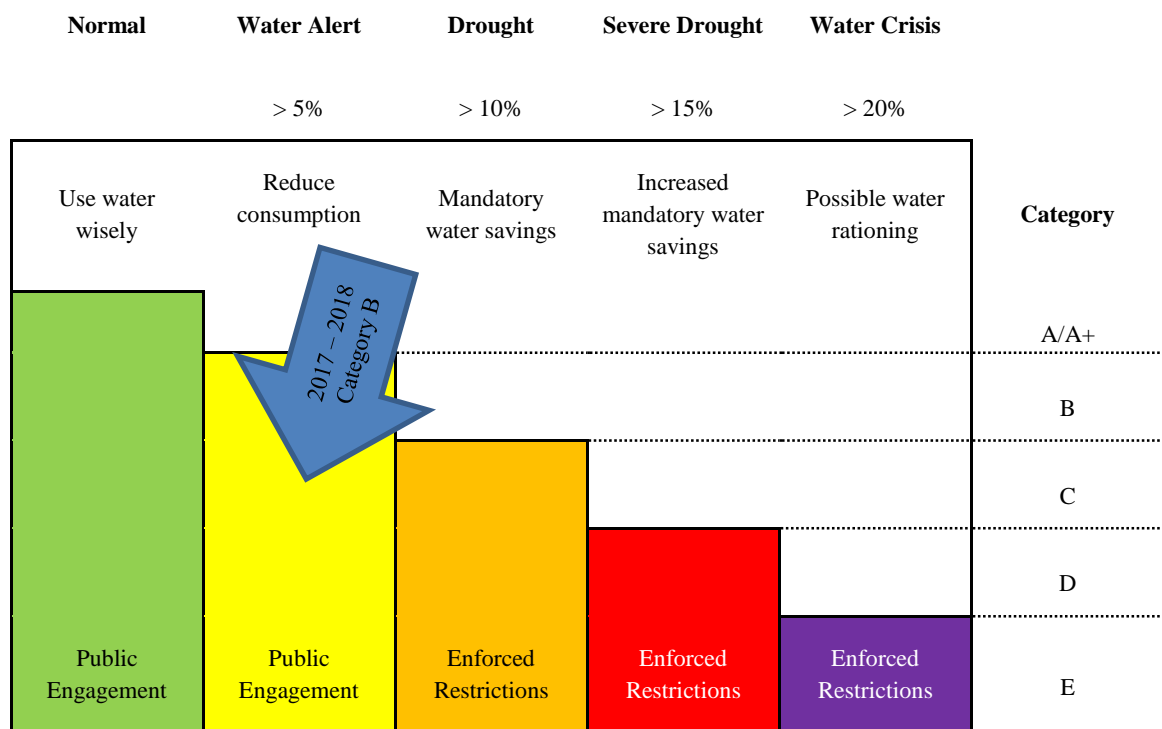
For Immediate Release:

ANNUAL WATER MANAGEMENT ADVICE FOR 2017/2018

WINDHOEK – Friday, 02 June 2017: The rainy season for 2016/17 came to an end at the end of April. Consequently NamWater, after assessing the supply situation, announced the supply outlook for the following two years 2017 and 2018.

As part of the City of Windhoek continuous drive to improve internal procedure aimed at better service delivery to our residents, the CoW has developed a new integrated approach to link the annual announcement by NamWater to general water management in the city. As a result the Drought Response Plan launched back in 2015 at the peak of the drought has been revised and will henceforth be known as the **City of Windhoek Water Management Plan – 2017 edition**. Apart from creating a link between supply management on the side of NamWater and demand management on the side of the CoW, the primary changes to the plan will create a holistic approach to demand management as an ongoing initiative instead of an emergency fall back only during times of drought.

In line with the new approach, the City of Windhoek has the pleasure to announce to our esteemed residents that from the 1st of June 2017 the water restrictions that have applied during the drought period since 1 December 2015 is relaxed from a **Category E – Water Crisis** to a **Category B – Water Alert** as per the Drought Monitor Index (DMI) below.



The primary basis for the relaxation is a concerted effort by the water authorities to pass on the benefit of the recent rains received to consumers taking into account that unutilised water is lost to evaporation at a rapid rate. Nonetheless, residents are assured that great care is taken in the formulation of such relaxation to ensure sufficient water for the managed demand of Windhoek and aquifer recharge for the following two years.

Water consumers in Windhoek should however note that the announced relaxation maintains an ongoing responsibility on all water users to manage their consumption within the applicable restrictions and to maintain the savings target relating to a Category B scenario. The City of Windhoek will henceforth release weekly updates on the savings achieved in relation to this goal as well as any other pertinent information to keep the public informed.

Water consumers in Windhoek are encouraged to download a copy of the latest Water Management Plan from our website <http://www.windhoekcc.org.na> to familiarise themselves with the changes and to ensure that they comply with the demand management actions applicable to Category B.

It is the City of Windhoek mandate to ensure that municipal services are rendered to our residents in an efficient and effective manner in order to continue enhancing the quality of life.

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ISSUED BY:
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Water Demand Management requirements summarised from the Drought Response Plan:

1. Outdoor Watering and Irrigation:

- Lawn and landscaping to water twice a week only.
- Trees, shrubs and perennial plants may be watered by hand twice a week only.
- Flowers, vegetables and community gardens may be water by hand, no sprayers.
- No watering between 9:00 and 17:00 in summer, 10:00 and 16:00 in winter.

2. Washing Events:

- Car washing at home with bucket or pressure cleaner only.
- All non-private carwash operations require a certificate of authorisation.
- Commercial carwash operations - only if certified permitted. (30 litre per car limitation)
- Impermeable and paved surfaces to be cleaned by dry methods only.

3. Water Features

- Public pools, water savings required. (Pool cover is compulsory)
- No fountains or water features may be operated.
- Restrict water cooling and misting devices

4. Commercial/Industrial Processes:

- Laundries encourage water saving programs.
- Hairdresser / salon should save water.
- Construction sites should use best practice to minimise water usage.
- Commercial water reuse recommended.

5. Tariff Program:

- Apply water scarcity tariff
- Rebate considered for two consecutive months only.
- Weekly water management required, isolate water leaks immediately.
- Close main water supply during time of no use (24 hours and longer).
- Sport-field should be watered with semi-purified water only.

Water Management Guide

Residential consumers are advised to monitor their water consumption on a regular basis (at least weekly, together with waste removal) to identify water leaks early. The consumption table may serve as a guide to identify possible over consumption and /or leaks.



Consumption (kl) related to number of persons. related to: Consumption at 90l/person/day

Number of Persons	Consumption (kl)		
	Daily	Weekly	Monthly
2	0.18	1.26	5.4
4	0.36	2.52	10.8
6	0.54	3.78	16.2
8	0.72	5.04	21.6
10	0.9	6.3	27
12	1.08	7.56	32.4
14	1.26	8.82	37.8
15	1.35	9.45	40.5

Water Leak Rebate Conditions

- Rebate will be granted to WA10 & WA13 tariff (domestic) consumers only
- Only two consecutive months will be considered for rebate.
- Consumers- should monitor their water consumption (minimum weekly) for 2 months, before submitting a water leak rebate request.
- Proof verifying that a leak occurred has to be submitted in form of a plumber account or a declaration at the police station.

- All leak rebate request have to be submitted in a written document format to the City of Windhoek enquiries.