

## PUBLIC NOTICE



### Reduction in down payments and arrangement before reconnection of municipal services

8 March 2022

The Municipal Council of Windhoek approved a reduction from 33.3% to 15 % for the upfront payment that customers are required to pay to have their disconnected municipal services reconnected. This arrangement will be in force up to the end of May 2022 and aims to provide relief to residents facing challenges with the repayment of municipal accounts in arrears. A down payment of a minimum of 15 % of the balance is required before reconnection and formal arrangements for the remaining balance should be made. Reconnections will only be done after the payment and arrangements are made. **Failure to do so will result in future disconnection and the City's credit control policy will be fully applied.**

The above reduction does not apply to accounts already handed over to Redforce.

**Please take note:**

When the client defaults from the above arrangement the following will apply:

1. Services will be disconnected
2. A 50 % down payment will be required before reconnection and a new arrangement.

In addition, the following also applies:

1. No down payment of less than 15 % will be accepted prior to the reconnection of services.
2. If the monthly charges is more than 15 %, the full current amount should be paid instead of paying 15 %.

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