



FOR OFFICE USE

ELEC INST NO.:

WATER INST NO.:

ENQUIRY OFFICER:

PLEASE READ THE NOTES ON THE REVERSE BEFORE COMPLETING THE FORM

Account No.:											Owner or Tenant	<input type="radio"/> - Owner	<input type="radio"/> - Tenant
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10

C - Church
A - Security Complex
J - Creche
S - Sports and Recreation
O - Old Age Homes

1001

WA
Use:

F - Fire Hydrant
B - Business

[illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible]

STREET ADDRESS:

DATE WHEN CONNECTION IS NEEDED:

[illegible][illegible][illegible]

Directors Information

First Name:

Surname:

Identity Number:

Telephone Number:

Work:

Cell:

Title:

First Name:

Surname:

Identity Number:

Telephone Number:

Work:

Cell:

Title:

First Name:

Surname:

Identity Number:

Telephone Number:

Work:

Cell:

Title:

Accounting Officer

(Person responsible for account)

Name:

Postal Address:

Telephone Nr.:

Registered with the City of Windhoek

Y or N

Fitness Certificate Nr.:

•The Bold Items are Mandatory ad must be provided.

Undertaking:

- I, the above-mentioned applicant, undertake to pay interest on all arrear amounts due by me, calculated on a monthly basis on the total outstanding amount at the then existing commercial bank rates for overdrawn account.
- In the event that the City of Windhoek (COW) should incur any costs to recover arrear amounts due by me, I undertake to be responsible for such costs and the COW may recover same from me.
- Under section 78 of the Local Authorities Act 23 of 1992 the owner of immovable property is held liable for all arrear fees, charges and other moneys due to a Council in respect of any service.

Tenant's Signature:

Date Completed:

Y Y Y Y M M D D

Owner's Signature:

VERY IMPORTANT:

If there is more than one electricity / water meter on the above-mentioned stand, you have to provide the particular meter number(s) to which you need a connection.

Please take note that the onus still rests on you to ensure that these selected meters actually supply you with electricity/water (no refunds for wrong connections). Test your supply by switching the main electricity switch on and off and opening and closing the water stopcock.

GENERAL INFORMATION

- APPLICATION
 - Applications on behalf of companies/ institutions/organizations must be signed by a director or duly authorized representative and the application must bear the official stamp.
 - An identification document must be produced with the application. Please state the type of identification (e.g. Namibian 10, German Passport, etc.) on the form.
 - Please submit the Title Deed, or if the property to be serviced is rented, your Lease Agreement and a copy of the owners ID to the enquiry officer.
 - In the case where there is a Power of Attorney (Estate Agents), a certified copy of the owner's 10 must be submitted.
 - Please remember to fill in a disconnection form when vacating the premises as you remain liable for services until a completed disconnection form is received and processed (an acknowledgment will be handed to you).
 - Unauthorized usage of services is illegal and will be disconnected without notice, an appropriate penalty will be charged.
 - In the case where the services are disconnected and no application for connection has been received, services will automatically be transferred to the owner.

2 PAYMENT

2.1 Municipal service accounts are mailed about the 25th day of each month. If you have not received your account by the 5th day of the following month, please contact our enquiry officers immediately (Telephone No. 2902105).

2.2 Your account must be paid not later than the 15th day of the month following the month in which the account was rendered. If the 15th day is not a working day, the next working day will be the last day for payment. Please pay your account as early as possible to avoid the long queues at the month end and the last day for payment.

If your account is not settled by the due date, the electricity/water supply will be disconnected without further notice and will only be restored against payment as per the credit control policy.

3 METER READINGS

3.1 Kindly complete the meter numbers and meter readings stated on your statement with the numbers and readings shown on the meter you are using to ensure that you are correctly charged.

3.2 Take your water meter reading at least once per week to detect leakages timeously and also to report meters which got stuck.

3.3 Queries concerning high consumptions must be accompanied by readings.

3.4 Should interim charges (estimations) appear for two consecutive months on your account, please contact the Metering Division.

4 STATEMENT

4.1 Scrutinize your account regularly and report any discrepancies or deviations as soon as possible to our enquiry desk.

4.2 Keep your receipted statements on a safe place for future references.

4.3 Read our monthly newsletter (Aloe) as it contains important information.