



# CITY OF WINDHOEK

Department of Finance  
Revenue Management Division

PO Box 59, Windhoek, Namibia

## FOR OFFICE USE

ELEC INST NO.: .....  
WATER INST NO.: .....  
ACCOUNT NO.: .....  
ENQUIRY OFFICER: .....

## RESIDENTIAL ACCOUNT

### APPLICATION FOR THE SUPPLY OF ELECTRICITY / WATER / REFUSE REMOVAL

PLEASE READ THE NOTES ON THE REVERSE BEFORE COMPLETING THE FORM

[BLOCK LETTERS PLEASE]

APPLICANT'S TITLE, FIRST NAME AND SURNAME: .....

IF REGISTERED AS CC, PLEASE PROVIDE NAME: .....

IDENTITY DOCUMENT TYPE (e.g. Namibian IS/German Passport/etc.) - ID NO: ..... PASSPORT: .....

POSTAL ADDRESS: ..... E-MAIL: .....

MODE OF DELIVERY: ☐ POSTAL

☐ COLLECT

CONTACTS: TEL. (W)  TEL. (H)  CELL NO.  FAX NO.

#### ADDRESS WHERE CONNECTION IS REQUIRED:

STREET NAME AND NO.: ..... ERF NO.: .....

BUILDING NAME AND COMPLEX NO.: .....

NAME OF PREVIOUS TENANT: .....

#### FORMER RESIDENTIAL ADDRESS:

STREET NAME AND NO.: ..... ERF NO.: .....

BUILDING NAME AND COMPLEX NO.: .....

NAME OF PRESENT EMPLOYER: .....

OCCUPATION: ..... EMPLOYEE NO.: .....

SPOUSE DETAILS: NAME: ..... MAIDEN NAME: .....

IDENTITY NO: ..... TEL NO.: .....

EMPLOYER: ..... OCCUPATION: .....

If you are not the owner of the fixed property which you want to be serviced, please furnish the following information:

NAME OF OWNER: .....

ADDRESS OF OWNER: .....

ELECTRICITY ☐ WATER ☐ REFUSE REMOVAL ☐ NO. OF REFUSE CONTAINERS REQUIRED ☐  
FREQ OF REFUSE REMOVAL: ☐ ONCE PER WEEK ☐ TWICE PER WEEK ☐ THRICE PER WEEK ☐ DAILY

ELECTRICITY METER NO.: 1 ..... WATER METER NO.: 1 .....  
2 ..... 2 .....  
3 ..... 3 .....

#### 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 existing commercial bank rates for overdue 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.

I certify that the information is true and correct.

DATE: ..... APPLICANT'S SIGNATURE (TENANT): .....

#### WITNESSES:

1 .....

2 .....

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

- 1 Reconnection/disconnection of services will be done within 48 hours. In case where services are not reconnected after 48 hours of application, contact the Control Officer: Connections and Disconnections at Tel.: 290 2194 / 2686.
2. APPLICATION
  - 2.1 A personal application may not be done on behalf of another person.
  - 2.2 An identification document must be produced with the application. Please state the type of identification (e.g. Namibian ID, German Passport, etc.) on the form. (No Driver's License will be accepted)
  - 2.3 Please submit the Title Deed, or if the property to be serviced is rented, a valid Lease Agreement, a copy of Proof of Ownership, a copy of owner's ID and copy of Tenant's ID to the enquiry officer. Proof of Ownership if the connection is for a complex, flats or if property is registered under a CC or company name.
  - 2.4 In the case where there is a Power of Attorney (Estate Agents), a certified copy of the owner's ID and Proxy's ID must be submitted, together with the Power of Attorney or Proxy document.
  - 2.5 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 acknowledgement will be handed to you).
  - 2.6 Credit checklist must be completed and approved by Debt Management.
  - 2.7 Unauthorised usage of services is illegal and will be disconnected without notice and an appropriate penalty will be charged.
  - 2.8 In the case where the services are disconnected and no application for connection has been received, services automatically will be transferred to the owner.
- 3 PAYMENT
  - 3.1 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. 290 2105, 290 3043 or 290 2224).
  - 3.2 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. For TIME OF USE (TOU) accounts, the 20th of the same month bill is the due date for payments.
- 4 METER READINGS
  - 4.1 Please compare the meter numbers and meter readings stated on your statement with the numbers and readings shown by the meters you are using to ensure that you are correctly charged.
  - 4.2 Take your water meter reading at least once per week to detect leakages timeously and also to report meters which got stuck.
  - 4.3 Queries concerning high consumptions must be accompanied by readings.
  - 4.4 Should interim charges (estimations) appear for two consecutive months on your account, please contact the Metering Section at numbers 290 2213/ 2566 / 2022/ 2135 and 2221.
- 5 STATEMENT
  - 5.1 Scrutinize your account regularly and report any discrepancies and deviations as soon as possible to our enquiry desk.
  - 5.2 Keep your receipted statements on a safe place for future references.
  - 5.3 Read our monthly newsletter (Aloe) as it contains important information.

**Each account holder is responsible to inform or update their mailing/e-mail details if you acquire new mailing address.**