The City of Windhoek in its pursuit to improve customer satisfaction has embarked on a venture to educate its clients on how to read and understand the monthly municipal statement.

### UNDERSTAND YOUR STATEMENT

### PART 1: RESIDENTIAL CLIENTS - WINDHOEK

The City of Windhoek in its pursuit to improve customer satisfaction has embarked on a venture to educate its clients on how to read and understand the monthly municipal statement.

<table>
<thead>
<tr>
<th>Description</th>
<th>VAT Charges</th>
<th>Amount (VAT excl)</th>
<th>Amount (VAT incl)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BALANCE B/F</strong></td>
<td>0.00</td>
<td>1953.12</td>
<td>1953.12</td>
</tr>
<tr>
<td>2015/03/30 RECEIPT 0021626001</td>
<td>0.00</td>
<td>-1953.12</td>
<td>-1953.12</td>
</tr>
<tr>
<td><strong>GROUND RATES WINDHOEK SIT</strong></td>
<td>0.00</td>
<td>383.88</td>
<td>383.88</td>
</tr>
<tr>
<td><strong>IMPROVE RATES WINDHOEK SI</strong></td>
<td>0.00</td>
<td>133.06</td>
<td>133.06</td>
</tr>
<tr>
<td><strong>ELEC CONSUMPTION DOMESTIC</strong></td>
<td>0.00</td>
<td>507.30</td>
<td>507.30</td>
</tr>
<tr>
<td><strong>WATER CONSUM DOMESTIC</strong></td>
<td>0.00</td>
<td>293.23</td>
<td>293.23</td>
</tr>
<tr>
<td><strong>WASTE MANAGEMENT DOMESTIC</strong></td>
<td>16.60</td>
<td>130.67</td>
<td>158.27</td>
</tr>
<tr>
<td><strong>SEWAGE DOMESTIC</strong></td>
<td>0.00</td>
<td>161.14</td>
<td>161.14</td>
</tr>
<tr>
<td><strong>BASIC ELECT DOMESTIC</strong></td>
<td>0.00</td>
<td>214.20</td>
<td>214.20</td>
</tr>
<tr>
<td><strong>BASIC WATER 20MM</strong></td>
<td>0.00</td>
<td>74.43</td>
<td>74.43</td>
</tr>
<tr>
<td><strong>ELEC CONTROL BOARD LEVY</strong></td>
<td>0.00</td>
<td>6.68</td>
<td>6.68</td>
</tr>
<tr>
<td><strong>NATIONAL ENERGY FUND</strong></td>
<td>0.00</td>
<td>4.61</td>
<td>4.61</td>
</tr>
</tbody>
</table>

In this case the calculation is going to look like this based on the current tariff:

- **Previous reading date:** 2015-03-20
- **Previous reading:** 1525
- **Current reading date:** 2015-04-20
- **Current reading:** 1541
- **Total consumption period:** 31 days
- **Total units consumed:** 16 kl of water
- **Daily average water consumed:** 16 kl / 31 days = 0.516129 kl per day = 0.52

Calculations:
- 0.20 kl per day x 31 days x N$12.60 = N$78.12
- 0.316129 kl per day x 31 days x N$20.93 = N$205.11
- **Total water consumption:** N$283.23

### 1. BASIC ELECT DOMESTIC

It is a monthly levy charged in respect of premises where a meter other than a prepaid meter is installed according to the wishes of the client. The charge is in accordance with the kilovolt (kVA) ampere of the installation. In this case the ampere size is 30. The calculation will be as follows:

30 Ampere x N$7.14 (current capacity charge /Amp) = N$214.20 per month

### 2. BASIC WATER 20MM

It is a monthly levy determined according to the diameter of the meter outlet which is charged to a client whether water was consumed or not. In this case the diameter size is 20 mm.

The current charge on 20 mm is N$74.43.

### 3. ELECT CONSUMPTION DOMESTIC

It is the amount of Electricity consumed by a household in a given period. It is calculated by deducting the current reading from the previous reading. The difference is units of kWh which is multiplied with the applicable tariff to determine the amount in N$. In this case the calculation is going to look like this based on the current tariff:

445 kWh x N$1.14 (current tariff) = N$507.30

### 4. WATER CONSUMPTION DOMESTIC

It is the amount of Water consumed by a household in a given period. It is calculated by deducting the current reading from the previous reading. The difference is units of kl of water consumed for the period. In the case of water, step charge tariffs are applied to determine the amount in N$.

### Valuation

<table>
<thead>
<tr>
<th>Ground Value</th>
<th>Improvements</th>
<th>Penalty</th>
<th>Total Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>420000</td>
<td>282500</td>
<td>0</td>
<td>702500</td>
</tr>
</tbody>
</table>

### Electricity and Water Deposit

<table>
<thead>
<tr>
<th>Electricity</th>
<th>Water</th>
<th>Guarantee</th>
</tr>
</thead>
<tbody>
<tr>
<td>65.00</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

### 5. GROUND RATES WINDHOEK SIT

This is a monthly levy charged in accordance with Local Authority Act, 1992 (Act 23 of 1992) on all property owners. This will be the calculation according to the current tariff:

- **Ground Value x Current tariff:**
  
  420 000 x N$0.000914 = N$383.88

### 6. IMPROVE RATES WINDHOEK SI

This is a monthly levy charged in accordance with Local Authority Act, 1992 (Act 23 of 1992) on all property owners. This will be the calculation according to the current tariff:

- **Improvement Value x Current tariff:**
  
  282500 x N$0.000186 = N$52.70

### 7. WASTE MANAGEMENT

This is a monthly Solid Waste Management Charge payable in respect of every erf and is levied as follows: (Waste Management Service is 15% VATable)

- **(Ground Value + Improvement Value) x applicable tariff, in this case:**
  
  (420 000 + 282500) x N$0.000186 = N$130.67

### Issued by:

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