

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.



Description	VAT Charges	Amount (VAT excl)	Amount (VAT incl)
BALANCE B/FWD	0.00	1953.12	1953.12
2015/04/30 RECEIPT 0821426001	0.00	-1953.12	-1953.12
GROUND RATES WINDHOEK SIT	5	383.88	383.88
IMPROVE RATES WINDHOEK SI	6	133.06	133.06
ELEC CONSUMPTION DOMESTIC	3	507.30	507.30
WATER CONSUMP DOMESTIC	4	283.23	283.23
REFUSE REMOVAL 1 X WEEKLY	0.00	88.65	88.65
WASTE MANAGEMENT DOMESTIC	7	130.67	150.27
SEWERAGE DOMESTIC	0.00	161.14	161.14
BASIC ELECT DOMESTIC	1	214.20	214.20
BASIC WATER 20 MM	2	74.43	74.43
ELEC CONTROL BOARD LEVY	0.00	6.68	6.68
NATIONAL ENERGY FUND	0.00	4.81	4.81

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: $16\text{kl} / 31\text{ days} = 0.516129\text{ kl per day} = 0.52$

Calculations:

$0.20\text{ kl per day} \times 31\text{ days} \times \text{N\$ } 12.60 = \text{N\$ } 78.12$

$0.316129\text{ kl per day} \times 31\text{ days} \times \text{N\$ } 20.93 = \text{N\$ } 205.11$

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:

$30\text{ Ampere} \times \text{N\$ } 7.14\text{ (current capacity charge /Amp)} = \text{N\$ } 214.20\text{ per month}$

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.

Meter Details				
Service	Meter No.	Prev. Reading	Curr. Reading	Cons.
3 EL	18787	20150320 6737.000	20150420 7182.000	445.000
4 WA	5061	20150320 1525.000	20150420 1541.000	16.000

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:

$445\text{ kWh} \times \text{N\$ } 1.14\text{ (current tariff)} = \text{N\$ } 507.30$

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			
Ground Value	Improvements	Penalty	Total Value
5 420000	6 282500	0	702500
Electricity and Water Deposit			
Electricity	Water	Guarantee	
65.00	0.00	0.00	

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:
 $420\ 000 \times \text{N\$ } 0.000914 = \text{N\$ } 383.88$

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
 $282500 \times \text{N\$ } 0.000471 = \text{N\$ } 133.06$

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

$(420\ 000 + 282500) \times \text{N\$ } 0.000186$

$702\ 500 \times \text{N\$ } 0.000186$

Total Waste Management Charge = N\$ 130.67

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