



### What is an infrastructure charge?

The infrastructure charge is a fee paid to the prepaid system infrastructure provider. As part of the system, vendors will sell prepaid water at convenient locations, for example service stations, via the internet or via cellphone banking. The vendors collect revenue on behalf of the City of Windhoek and this is a paid percentage-based commission (4%) as per Procurement Act Agreement.

**AUGUST**

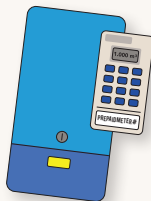


**If I do not buy water for a particular month, do I still pay the basic charge and my loan repayment installment that month?**

No, the basic charge and loan repayment will be linked to water purchase.

### What does the Prepaid Water Service Connection cost?

The prepaid water service connection cost is subject to change; currently it is N\$4293.45 (excl. VAT) for the 2021/22 tariff. There are two options to pay for the prepaid water connection service, namely a choice between **up-front payment** and a **5-year-loan-repayment**.



### What are the benefits of installing prepaid water meters?

Prepaid water meters allow you to take full control of your water consumption and prevents overspending. The meter will alert you of possible water leakages. It enables you to manage your cash flow and budget properly.



### Don't Forget!

The vending system is "volume-based" and will reset monthly. Meaning, the amount of water purchased during a particular month does not reset to the first step tariff block at the start of the following/new month. Thus, buying in advance/bulk (>1 month) will be self-penalising to you as a customer.



### Remember!

Use water wisely, responsibly and for the benefit of all!



### Will I, as a prepaid customer, pay more per unit of water compared to postpaid customers?

Yes and No: You will receive the same basic water tariff as post-paid customers do, which also includes the basic water charge.

The only difference is the 4% infrastructure charge fee and the optional 5-year repayment of the Prepaid Water Service Connection.



*The Gateway to  
Endless Opportunities*

**City of Windhoek**

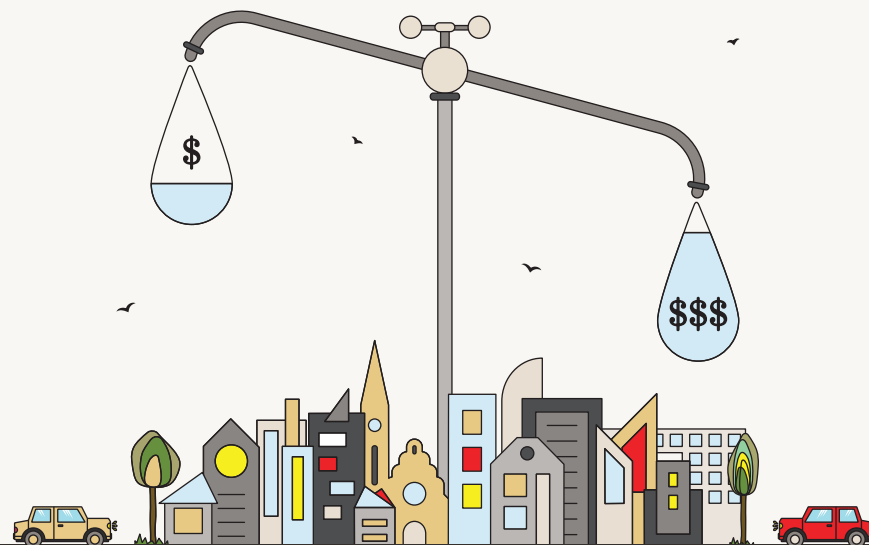
Vision: To be a SMART and Caring City by 2022  
Department: Infrastructure, Water & Technical Services  
Division: Bulkwater & Wastewater Division



# PREPAID WATER CONSUMPTION TARIFFS

## Illustrative & Explanatory Guide

Explanatory Guide to understanding the City of Windhoek's Potable Water Consumption Tariffs for **Prepaid Water Meters**.  
(Upfront-payment option & 5-year-repayment-plan option)



If you have any queries or problems or need more information, contact us or follow us on Social Media

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## What are the options for a Prepaid Water Service Connection?

There are **two options** available when applying for your Prepaid Water Service Connection:

1. You can choose to pay for the Prepaid Water Service Connection **up-front**, or
2. You can choose a **5-year-loan-repayment** and repay the City of Windhoek for the Prepaid Water Service Connection.



### How are Prepaid Water Meter Consumption Tariffs calculated?

The government-gazetted prepaid water unit costs are available in our tariff booklet on the City of Windhoek Website at [www.windhoekcc.org.na](http://www.windhoekcc.org.na) – Info portal – Tariffs. It is derived from the postpaid tariff. The prepaid tariff includes the water basic charge, infrastructure charge and an option of repayment of the water service connection.

**Please note:** Amounts shown here are for illustrative and explanatory purposes only. For accurate tariffs please refer to the City of Windhoek website at [www.windhoekcc.com.na](http://www.windhoekcc.com.na) – Info Portal – Tariffs

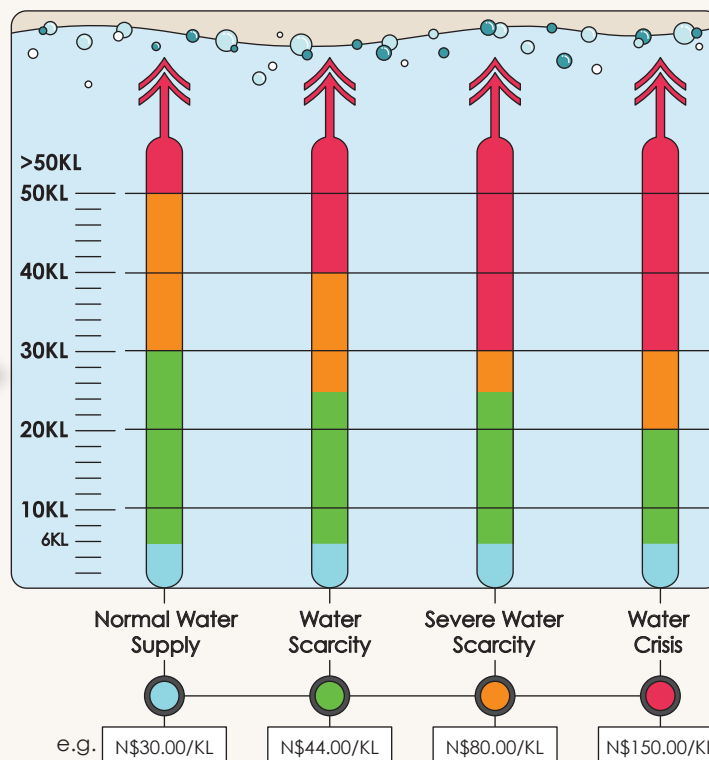
Prepaid Water Consumption Breakdown	Option 1 Upfront Payment	Option 2 Loan Repayment
<b>Water consumption tariffs:</b> Post-paid block water consumption tariffs as per Government Gazette <a href="http://www.windhoekcc.org.na">www.windhoekcc.org.na</a>	N\$ 22.35/kL	
	N\$ 34.64/kL	
	N\$ 69.29/kL	
	N\$ 138.57/kL	
<b>Water Basic:</b> charge of Prepaid Water Meter also payable by postpaid customer	N\$ 4.33/kL	
<b>Optional:</b> Water service connection loan repayment over 5 years	N\$ 0.00/kL (N/A)	N\$ 3.73/kL
<b>Total</b>	As applicable	As applicable
<b>Plus 4% Infrastructure Charge:</b> Cost of external vendors who supply and facilitate the prepaid water meter system	Calculated on above total	Calculated on above total



Tariffs as per water supply period  
 per water supply period  
 per water supply period  
 per water supply period

## How do water consumption levels affect the tariffs?

Domestic potable water tariffs are calculated according to varying levels of consumption called tariff blocks (step tariffs). Tariffs are adjusted per the availability of water or scarcity thereof, which can be affected by drought periods. The tariff levels will vary and become more stringent to secure water supply for all. This will foster social and responsible water consumption.



**Don't waste water or your money!**

The more water you use and / or waste, the more expensive it becomes per kilolitre (kL)

### Domestic consumers:

The water tariff / kL increases as water consumption increases and is adjusted accordingly as the water availability and scarcity fluctuates.

### Other consumers:

Fluctuating rates do not apply to Non-domestic users and Flats/Legal entities with 5 or more units with Communal Meter/s who pay a flat rate throughout.

**Please note:** The amounts shown here are for explanatory and illustrative purposes only and do not reflect actual tariffs. Please refer to the City of Windhoek website at [www.windhoekcc.org.na](http://www.windhoekcc.org.na) – Info Portal – Tariffs for more details.

## How does the Prepaid Water Service Connection option affect the water consumption tariff?

### Option 1: up-front payment / Option 2: 5-year-loan-repayment

**Please note:** Tariff blocks and numbers shown here were extracted from Category A/B (normal water supply periods) of the 2021/22 tariffs and are for explanatory and illustrative purposes only. Refer to [www.windhoekcc.org.na](http://www.windhoekcc.org.na) - info portal - tariffs for current and accurate tariffs.

e.g Option 1 on a payment of N\$ 500.00:

N\$ 27.74 (per kL) x the first 6kL = N\$166.44

The remainder credit of N\$333.56 is divided by N\$40.52

(per kL for 6-30kL tariff) to give the rest kL amount of 8.23kL

→ 6kL + 8.23kL = 14.23kL for N\$500 (N\$166.44 + N\$333.56)

This pattern continues upwards through the tariff blocks.

e.g Option 2 on a payment of N\$ 500.00:

N\$ 31.63 (per kL) x the first 6kL = N\$189.78

The remainder credit of N\$310.22 is divided by N\$44.41

(per kL for 6-30kL tariff) to give the rest kL amount of 6.99kL

→ 6kL + 6.99kL = 12.99kL for N\$500 (N\$189.78 + N\$310.22)

This pattern continues upwards through the tariff blocks.

Cash paid N\$ in Total:		N\$ 500.00				N\$ 1000.00				N\$ 1500.00				N\$ 2000.00				N\$ 2500.00				N\$ 3000.00				
Option 1 vs Option 2:		Option 1		Option 2		Option 1		Option 2		Option 1		Option 2		Option 1		Option 2		Option 1		Option 2		Option 1		Option 2		
Tariff Blocks	Tariff per Liter	Upfront payment		Owe installation		Upfront payment		Owe installation		Upfront payment		Owe installation		Upfront payment		Owe installation		Upfront payment		Owe installation		Upfront payment		Owe installation		
	Option 1	Option 2	N\$ value	Vol (KL)	N\$ value	Vol (KL)	N\$ value	Vol (KL)	N\$ value	Vol (KL)	N\$ value	Vol (KL)	N\$ value	Vol (KL)	N\$ value	Vol (KL)	N\$ value	Vol (KL)	N\$ value	Vol (KL)	N\$ value	Vol (KL)	N\$ value	Vol (KL)		
0-6KL	27.74	31.63	166.44	6.00	189.78	6.00	166.44	6.00	189.78	6.00	166.44	6.00	189.78	6.00	166.44	6.00	189.78	6.00	166.44	6.00	189.78	6.00	166.44	6.00	189.78	
6-30KL	40.52	44.41	333.56	8.23	310.22	6.99	833.56	20.57	810.22	18.24	972.48	24.00	1,065.84	24.00	972.48	24.00	1,065.84	24.00	972.48	24.00	1,065.84	24.00	972.48	24.00	1,065.84	
30-50KL	76.56	80.44	-	-	-	-	-	-	-	-	361.08	4.72	244.38	3.04	861.08	11.25	744.38	9.25	1,361.08	17.78	1,244.38	15.47	1,531.20	20.00	1,608.80	
>50KL	148.61	152.50	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	329.88	2.22	135.58	0.89	
Volume received in KL			= N\$ 500	14.23	= N\$ 500	12.99	= N\$ 1000	26.57	= N\$ 1000	24.24	= N\$ 1500	34.72	= N\$ 1500	33.04	= N\$ 2000	41.25	= N\$ 2000	39.25	= N\$ 2500	47.78	= N\$ 2500	45.47	= N\$ 3000	52.22	= N\$ 3000	50.89