



# OTJOZONDJUPA REGIONAL COUNCIL



Tel: (067) 303 702  
Fax: (067) 302760

P. O. Box 1682  
Otjiwarongo  
Republic of Namibia

SETTLEMENT AREA	
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<b>APPLICATION FOR THE SUPPLY OF PERMANENT/TEMPORARY MUNICIPAL SERVICE/S</b>																													
NEW ACCOUNT NUMBER				APPLICANT NAME																									
OLD ACCOUNT NUMBER	ACCOUNT SETTLED	YES	NO	ACCOUNT BALANCE		EMPLOYEE CODE																							
ACCOUNT OWNER	YES			<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">ERF NO (<i>where services are required</i>)</td> <td></td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;"><i>(please attach a certified copy)</i></td> </tr> <tr> <td style="padding: 5px;">ID NO (<i>for a natural person</i>)</td> <td></td> </tr> <tr> <td style="padding: 5px;">COMPANY REG NO</td> <td></td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;"><b>CONTACT DETAILS</b></td> </tr> <tr> <td style="padding: 5px;">CELL NO</td> <td></td> </tr> <tr> <td style="padding: 5px;">EMAIL ADDRESS</td> <td></td> </tr> <tr> <td colspan="2" style="padding: 5px; text-align: center;"><b>CONTACT DETAILS FOR NEXT OF KIN</b></td> </tr> <tr> <td style="padding: 5px;">NAME</td> <td></td> </tr> <tr> <td style="padding: 5px;">CELL NO</td> <td></td> </tr> <tr> <td style="padding: 5px;">EMAIL ADDRESS</td> <td></td> </tr> </table>				ERF NO ( <i>where services are required</i> )		<i>(please attach a certified copy)</i>		ID NO ( <i>for a natural person</i> )		COMPANY REG NO		<b>CONTACT DETAILS</b>		CELL NO		EMAIL ADDRESS		<b>CONTACT DETAILS FOR NEXT OF KIN</b>		NAME		CELL NO		EMAIL ADDRESS	
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P O Box																													
TEL NO																													
FAX NO																													
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DATE THE SERVICE IS REQUIRED	
SERVICES REQUIRED ( <i>please mark with an x</i> ) IN THE APPROPRIATE BOX	

	DOMESTIC	BUSINESS	INSTITUTION	INFORMAL	OTHERS
WATER	PIPE SIZE (MM)	PIPE SIZE (MM)	PIPE SIZE (MM)	PIPE SIZE (MM)	PIPE SIZE (MM)

SEWER	DOMESTIC	BUSINESS	INSTITUTION	INFORMAL	OTHERS
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	NO OF TOILETS /TANKS		NO OF TOILETS /TANKS		NO OF TOILETS /TANKS		NO OF TOILETS /TANKS		NO OF TOILETS /TANKS	
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REFUSE	DOMESTIC	BUSINESS	INSTITUTION	INFORMAL	OTHERS
	NO OF BINS	NO OF BINS	NO OF BINS	NO OF BINS	NO OF BINS

**GENERAL INFORMATION**

1. No new connection will be approved until the old accounts are fully settled. ***(Clearance certificate for the existing account must be attached to the application)***
2. The Council meter readers take the reading between the 13<sup>th</sup> and 15<sup>th</sup> of each month, please take your own readings for comparison.
3. Invoices are mailed to the accountholders on or before the 20<sup>th</sup> of each month, and if the invoice is not received, it is the responsibility of the accountholder to consult the office and obtain the copy of the invoice before the payment due date.
4. Accounts must be settled on or before the due date, failure to settle the account before the due date will result in ***the disconnection of water without prior notice.***
5. The services will only be restored upon payment of the whole outstanding balance plus reconnection fees.
6. Upon vacating the premises the accountholder remain liable for accounts rendered, until such time that the notice for the discontinuation of services is received.
7. General fees such as garden refuse, street cleaning fees etc. shall be charged as mandatory fee as per the approved tariff list even if the customer did not apply for such service.
8. All consumer are required to pay the consumer deposit before the supply of services by the Council, as per the tariff structure duly determined and approved by Council.
9. The Council may from time to time review the sum of consumer deposited, and in the instance where there is an increase in consumer deposit, a notice will be send to customers to make such payment.
10. If a consumer fail to pay the additional amount in accordance with notice issued within a period of 30 days or longer as may be agreed between the Council and the individual customer, the Council may suspend the supply of water to such consumer until such additional amounts, and the fees determined in the tariffs for such suspension and the subsequent restoration of the supply, are paid.
11. The amount paid for consumer deposit shall not be regarded as a payment or part payment of an account due for the supply of services.
12. Upon termination of contract/account the Council may utilize the consumer deposit to settle the outstanding amount and refund the balance if any to the consumer.
13. No interest shall be payable by the Council on the amount of consumer deposit held. The property owner shall ensure that the municipal account attached to the property is paid on time even if the property is rented out to tenants.
14. In the instance where the tenant vacate the property and left an outstanding balance the owner will be responsible for such outstanding balance.

I \_\_\_\_\_ (name) \_\_\_\_\_ (signature)  
 \_\_\_\_\_ (date), hereby confirm that I understand the conditions of service delivery herein outlined, and I therefore grant my consent for the supply of services as applied for in this application.

**{OFFICIAL USE ONLY}**

RECOMMENDED BY: .....

DATE: .....

APPROVED BY: .....

DATE: .....

