

READING & REPLACEMENT OF WATER METERS

Before you query your bill, read the following

Overstrand's accounts department is inundated with queries relating to water consumption, or the lack thereof, as reflected on municipal accounts. In an attempt to provide clarity on some of the concerns the community raised, allow us to share the following:

1) METER READINGS

Admittedly, the appointment of a new service provider in August 2021 posed some challenges, but we have every reason to believe that these will be resolved by end-March 2022.

Of concern, though, is that some property owners have not heeded our call to ensure that their meters are accessible. Meters that are still inaccessible, or in areas where plots/properties are significantly overgrown, are currently being investigated and we hope to also resolve this challenge soon.

The municipality monitors and analyses a system-generated exception report. Since the Overstrand is a holiday destination with related property ownership, occupation of some properties is unpredictable, impacting consumption patterns and the validity of exception classifications for holiday homes.

By way of demonstration, the following serves as an example of invoicing consumption on the account of a holiday home:

September consumption due to occupation = 4 kℓ
 October consumption due to no occupation = 0 kℓ
 November consumption due to no occupation = 0 kℓ
 December consumption due to occupation = 12 kℓ

This example explains that, in this scenario, water consumption of 4 kℓ in one month and 0 kℓ consumption per month for the next two months followed by a consumption of 12 kℓ in the fourth month will result in a more than 100% spike/deviation. This, however, does not mean that the reading is incorrect at all because the spike/deviation can be ascribed to variances in occupancy levels.

Furthermore, of importance to note is that actual consumption for December will only be invoiced and reflected on the January account when the reading for the period is available.

In addition to occupancy levels, the dates between readings also play an important role as the system provides for calculation in accordance with the number of days. Thus, if it is a longer period, you will receive more kℓ units consumed per sliding scale to avoid incorrect charging. For example, 45 days' consumption will be calculated as 30 days plus a further 15 days on the lower tariff of the sliding scale.

Therefore, before lodging a query, we kindly request that you check your monthly account carefully, paying attention to the number of days between readings and the occupancy level of your property during that period since variances in the latter, in particular, prohibit working on linear projections and assumptions.

For your convenience, the planned monthly dates for meter reading in the respective Overstrand areas are reflected below. Do, however, note that these dates are subject to weather conditions and capacity and will, for obvious reasons, exclude public holidays and weekends.

2) METER REPLACEMENTS

Thanks to a coordinated programme conducted under the auspices of Overstrand's Community Services Directorate, more than three thousand water meters older than 12 years have already been replaced.

The exception is Mount Pleasant where replacements are currently underway.

It is possible that meter readings could be affected following on meter replacements. Any resultant spikes will, however, be spread over the total period involved and charged accordingly to avoid a huge impact on consumers.

We kindly request that you continue to pay for your average calculated consumption and to refer any queries to the municipality as soon as possible. Visit your nearest municipal office or send an email to enquiries@overstrand.gov.za.

AREA	Reading date / Monthly cycle	
	From	To
GANSBAAI		
Baardskeerdersbos	28	28
Birkenhead	28	28
Buffelsjag	12	12
Blompark	10	11
De Kelders	10	14
Franskraal	1	7
Gansbaai	1	7
Gansbaai Industrial Park	28	28
Kleinbaai	1	3
Masakane	13	13
Pearly Beach	1	7
Farms Bredasdorp	12	12
Farms Caledon	1	7
Bulk meters	29	30
KLEINMOND		
Betty's Bay	1	15
Hangklip Estates	1	15
Kleinmond	29	15
Kleinmond Extension 6	11	12
Overhills	11	12
Pringle Bay	1	15
Proteadorp	11	12
Rooiels	15	15
Caledon Farms	1	5
STANFORD		
Stanford	1	5
HERMANUS		
De Bos Dam	4	6
Eastcliff*	9	12
Fisherhaven	7	8
Hermanus Beach Club	29	4
Hermanus Heights*	12	12
Hawston	4	6
Hermanus Industrial*	29	30
Mount Pleasant	29	12
Mooisig	14	14
Northcliff*	4	8
Onrus River	11	12
Sandbaai	29	4
Voëlklip*	12	18
Vermont	9	10
Westcliff*	29	4
Zwelihle	29	4

On your marks, get set, go!

A whole new world awaits six beneficiaries who, courtesy of bursaries made possible by Overstrand Municipality in collaboration with the Western Cape Government, can pursue their dreams to excel in their chosen study fields.

Four of the bursars – Mia Burgess (Gansbaai), Renaldo Dickson (Stanford), Liam Africa (Hawston) and Kyle Philander (Mount Pleasant) – are continuation students, while two new beneficiaries, both from Zwelihle, joined the contingent, namely Xanti Mgoqi and Ayakha Kamana.

The bursaries cover registration and tuition fees as well as accommodation and are available to deserving students who wish to pursue a career in a field related to local government but do not have the financial means to study towards a higher qualification.

Cllr Arnie Africa, who chairs Overstrand's management services portfolio, advised the bursars to "put shoulder to the wheel from day one and to remain disciplined throughout, but not to forget to have a little fun along the way".



Cllr Arnie Africa [centre] flanked by Overstrand's bursars: Mia Burgess, Liam Africa and Kyle Philander [left] and Ayakha Kamana, Xanti Mgoqi and Renaldo Dickson [right]

2021 MATRICS DID OVERSTRAND PROUD!

On congratulating Overstrand's matriculants with the fantastic results achieved in the 2021 National Senior Certificate, GCSE and IGCSE exams, Overstrand's Executive Mayor, Dr Annelie Rabie, remarked: "Your hard work during these trying times paid off, and you all deserve to be lauded for your achievements. We wish you all the best for the future and know that you will continue to do Overstrand proud in whatever you undertake."

The Mayor also had a word of encouragement for those who did not do well: "Do not lose hope, don't give up, give it another try or consider one of the many other options our education system has to offer."

She also expressed her heartfelt gratitude towards all the teachers and family members who – thanks to their unrelenting mentorship, support and encouragement – helped the class of 2021 to reach a significant milestone along their way to self-realisation.

For the year 2021, Hermanus High, Curro Hermanus, Northcliff House College and Generation Schools achieved a 100% pass rate; Hawston Secondary a pass rate of 75,8%, Gansbaai Academia 73,8% and Qhayiya Secondary 71,29%.

REMINDER: Diarise fixed appointment with Mayor every First Thursday

To provide Overstrand residents with a platform where they can be heard – whether they want to raise their concerns or pitch an idea – the Mayor has instituted what she has dubbed First Thursday events as and from February 2022.

The first event held in Hermanus was well attended, and the next one will be held in the municipal auditorium on Thursday, 3 March 2022 from 17:00 – 19:00. Residents from all over the Overstrand are most welcome to join.

The intention, though, is to roll these events out to other towns as well from as early as April 2022. Watch the press or check social media for details.

In essence, the meetings allow the Mayor and her team to meet face-to-face with residents, to listen to their concerns and to share ideas on how the challenges Overstranders encounter can be addressed in a viable and sustainable manner.

The invitation to attend is open to everyone, and there is no need to RSVP.

Meetings are also kept brief so that as many people as possible can be accommodated.

There to address concerns and exchange ideas during the First Thursday event held on 3 February in Hermanus were:



Mayor Annelie Rabie
and Municipal Manager
Dean O'Neill



Cllr Ronald Nutt
and Roderick Williams
(Community Services)



Cllr Arnie Africa and
Desiree Arrison
(Management Services)

BLITZ SURVEY TO INFORM 3C STRATEGY

As part of the new Executive's plan for their first 100 days in office, a blitz community survey on public perception of Overstrand Municipality was conducted.

Executive Mayor Annelie Rabie thanked the 2 574 respondents who partook in the survey for their candour, adding that she is in the process of reading through each of those responses and have studied just over a thousand to date.

"In the main, respondents were positive about the municipality, but there is clearly room for improvement especially in how we communicate, or not, with our communities," she said, adding that "the results of the survey will be used to facilitate and inform the 3C objectives we have set for this term of office, one being to communicate."

"The process of redesigning our communication approach and offering will commence shortly after we have completed our first 100 days in office," the Mayor promised.

SAY "NO" TO ESKOM'S PROPOSED TARIFF INCREASE: PETITION!

Overstrand Municipality is objecting to Eskom's application for a 20,5% tariff increase in the 2022/2023 financial year.

As local authority, we hold that an increase in line with the consumer price index (CPI) of 5.5% would be more reasonable.

Furthermore, Eskom's proposed increases of 20,5%, 15,07% and 10% for the next three years will have a detrimental impact on the economy, given that electricity underpins a number of key sectors.

Let's unite in our objection to this unreasonable proposed price hike: Go to www.overstrand.gov.za, click on MEDIA, scroll down to SURVEYS and click on ESKOM or follow this link <https://www.overstrand.gov.za/en/media-section/surveys/eskom>

The more members of your family, the more friends and the more neighbours you get to petition, the better the chances that our case will be heard and the better the chances that we will avoid a price hike that will be highly detrimental to all of us.

So, please, spread the word!

LOAD SHEDDING BOUND TO IMPACT HERMANUS TRAFFIC'S SERVICES

When the power fails, backup generators kick in immediately at most of Overstrand's administrative offices. This, unfortunately, is not yet the case at Traffic Services in Hermanus.

Rest assured, though, that measures have already been taken to appoint a service provider that will test the capacity needed at this office and funds have been earmarked to cover the installation of a generator once the specifications for the relevant tender have been finalised.

As much as Hermanus Traffic will remain open during power outages, we kindly request the public to appreciate the fact that, for the time being, we will only be able to render certain services as outlined below:

MOTOR VEHICLE REGISTRATION SECTION

Can do:

- Offer advice and assist with the completion of the correct forms
- Issue licence disks that have been paid via EFT

Can't do:

- Perform physical transactions on eNATIS
- Ascertain amounts payable for vehicle licence renewals
- Capture roadworthy applications

FINES SECTION

Can do:

- Handle general enquiries and accept representation letters
- File Section 56 and Section 341 notices
- File speed fine documentation and prepare related notices

Can't do:

- Check fine statuses/court outcomes
- Capture fines/speed transgressions
- Print speed notices
- Handle telephonic enquiries

DRIVING LICENCE TESTING CENTRE

Can do:

- Offer advice and assist with completion of forms pertaining to renewals/new applications
- Issue driver's licence cards already processed
- Conduct classes for learners
- Conduct physical driver's tests

Can't do:

- Make appointments for driver's licence, PRDP and learner tests
- Capture details of learners who have passed their respective tests
- Process eNATIS queries and documentation
- Process CPA enquiries

VEHICLE TESTING STATION

Can do:

- Retest motorcycles, trailers and caravans
- Assist with the completion of roadworthy forms/applications
- Offer advice on the status of vehicles due for a roadworthy test

Can't do:

- Physical tests of vehicles' brakes and suspension