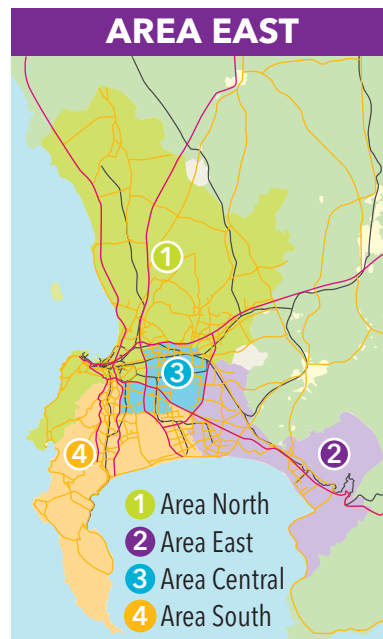




Visit the jewel of the Helderberg

This summer, be sure to visit the Helderberg Nature Reserve in Verster Avenue, Somerset West.

The 402 ha reserve on the slopes of the Hottentots Holland Mountains was proclaimed in 1960 as a wildflower garden and to protect water resources for Somerset West.

Today, it helps protect critically endangered Swartland shale renosterveld, Kogelberg sandstone fynbos, the vulnerable Cape Winelands shale fynbos, as well as pockets of Southern Afrotemperate Forest.

Facilities include an information centre and museum, a café, picnic sites, ablution facilities, boardwalks, and trails and footpaths. No dogs are allowed in the reserve.

- Hours: April to October: 07:30 – 17:30; November: 07:30 – 19:00; December to February: 07:30 – 20:00; March: 07:30 – 19:00.
- For more information, call 021 444 9744 or e-mail helderbergnature.reserve@capetown.gov.za.



Hot-foot it to Helderberg: The 402 ha Helderberg Nature Reserve in Somerset West preserves renosterveld, shale fynbos and pockets of forest. Facilities include an information centre and museum, a café, picnic sites, ablution facilities, boardwalks, and trails and footpaths.

Top award for Strand sea wall project

The City received an award from the South African Institution of Civil Engineering (SAICE) for the rehabilitation of the Strand sea wall. The project was recognised for technical excellence in the marine and harbour category.

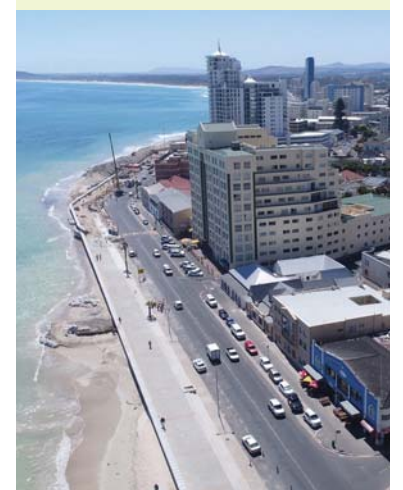
The R103 million first-phase refurbishment is one of the most innovative projects the City has ever delivered. The remainder of the wall will be rehabilitated in future phases.

The refurbished sea wall consists of about 600 L-shaped precast concrete wall units, weighing between 14 and 16 tons each, with gabions – steel cages filled with rocks – to protect the wall units against erosion.

The wall units were designed to accommodate a sea-level rise of half of the projected 100-year forecast and can be raised further if required.

An example of a unique and economical solution the engineering team implemented was the use of beach sand in large sandbags to protect the excavation against tides and waves during construction.

Afterwards, the sand was used to re-establish the beach level and backfill behind the sea wall.



About the City's electricity tariffs

Electricity is sold at the cost of buying and providing it.

Much has been said about the City's electricity tariffs since the tariff hike took effect on 1 July 2019, which is the start of the new municipal financial year.

Here are some important facts in a nutshell:

- All the City's tariffs that required National Energy Regulator of South Africa (NERSA) approval were approved by NERSA.
- Following a public participation process the regulated and unregulated tariffs were approved by a full Council.
- No profit is made from the sale of electricity.
- Eskom's tariff increased by 15,6% compared to the City's increase of 8,8%.
- Some 65% of the electricity tariff is spent on buying bulk electricity from Eskom.
- The City must buy from Eskom. It has no choice, as the law dictates this. That is

why the City is taking National Government and NERSA to court to allow it to buy some of the required energy from independent producers.

- The fixed charge for electricity is not a surcharge; it is for cost recovery only.

YOU HAVE THE POWER TO SAVE

You hold the power to reduce your energy bills. A large part of the energy tariff is based on usage. So, if you use less, you will pay less – and will help make Cape Town a sustainable, energy-efficient city.

- Turn down your geyser temperature to 60 °C. This will save you up to 5% on your electricity bill. For more ways to reduce electricity use, see <https://savingelectricity.org.za/>.

- The City compares well with other metros, with costs being lower in many instances. The City does its utmost to keep cost increases to a minimum when tariffs are proposed. It also makes considerable provisions for the most vulnerable.

The City hopes that residents and businesses understand the need for the fixed charge as a cost recovery tool to enable infrastructure maintenance..

The "buying in bulk" myth

Buying electricity in bulk is not always cheaper. Only buy what you need. The life-line, domestic and home user tariffs have two pricing blocks. The block you are charged in depends on how much you buy in a month. Buying in bulk may push you into the second block, which is more expensive and often unnecessary.

See: www.capetown.gov.za/thinkwater

Follow your City on:



www.capetown.gov.za



www.facebook.com/CityofCT



www.twitter.com/CityofCT



www.youtube.com/cctecomm

KORTLIKS

Die Stad doen sy bes om verhogings in elektrisiteitstariese te beperk, en vanjaar het die tariewe met slegs 8,8% gestyg – veel minder as Eskom se tariefverhoging van 15,6%. Die Stad moet volgens wet by Eskom krag koop en enige tariefverhogings moet deur die nasionale energiereguleerder goedgekeur word.

Boonop moet die Stad sy elektrisiteitsinfrastruktuur in stand hou en uitbrei, en daarom is 'n vaste heffing vir sommige gebruikers ingestel. Daar is verskeie maniere waarop inwoners hulle elektrisiteitsverbruik

kan verminder, en kan geld spaar. Een is om hulle geisers koeler te stel. Vir nóg energiespaarwenke, gaan na <https://savingelectricity.org.za/>.

Die Helderbergnatuurreseervat in Somerset-Wes, is 'n besoek werd. Fasiliteite sluit in 'n inligtingsentrum, 'n kafee, piekniekplekke, ablusiegeriewe, promenades, en staproetes en wandelpaie.

Die rehabilitasie van die seewering in die Strand het 'n toekenning vir tegniese uitnemendheid van die Suid-Afrikaanse instituut vir siviele ingenieurswese (SAICE) ontvang.

KHAWUNDIBALISELE

ISixeko senza konke okusemandleni ukugcina amaxabiso ombane esezantsi, kwaye kulo nyaka amaxabiso eSixeko onyuke nge-8,8% kuphela- xabiso elo elisezantsi kakhulu kwixabiso labakwa-Eskom elonyuke nge-15,6%.

ISixeko kufuneka sinononophele isakheko saso sobonelelo ngombane, kwaye ngenxa yoko siye samisela intlawulo engagungqiyo kwabanye abasebenzisi bombane.

Ulungu luneendlela ezininzi olungacutha ngayo ukusetyenziswa kombane kwaye lugcine imali. Ukuthoba ubushushu kwigiza yakho yenye yazo. Ngezinye iingcebiso malunga nokulondoloza umbane, jonga ku-

<https://savingelectricity.org.za>.

Indawo yolondolozo lwendalo iHelderberg Nature Reserve eVester Avenue, eSomerset West yindawo ongenakuzisola ukuyindwendwela. Izakheko zayo ziquka iziko elinika ulwazi kunye nemuziyam, ivenkilana yekofu, iindawo zepikiniki, ibhulorho yabahambi (iboardwalk) kunye neendledana zabahambi ngenyawo.

Iprojekthi ye-R103 miliyoni engokuvuselelwa kodonga lolwandle lwaseStrand ifumene imbasa kwiZiko lezoBunjinieli boLwakhiwo laseMzantsi Afrika (iSAICE) ngenxa yokugqwesha kwezobuchwepheshe.



The City means (better) business

To cut down on red tape and improve its services to entrepreneurs and small, medium and micro-enterprises (SMMEs), the City opened a Business Hub in the Strand Street concourse.

This walk-in centre, an extension of the Small Business Support Office, is an easily accessible one-stop business support shop. It offers information on starting and growing a business as well as support programmes and advice; connects SMMEs and entrepreneurs with business partners, funders, support organisations or City departments; simplifies communication with the City, and provides access to new markets.

- The Business Hub is open on weekdays from 08:00 to 16:00 and can be contacted on 021 417 4043 or business.support@capetown.gov.za.

Trim that tree

Over winter, the City spent R15 million trimming trees that could have interfered with overhead electricity lines and caused power failures during storms.

Now the Cape is entering the windy season, when the southeaster can cause havoc. The City asks residents to maintain their trees and vegetation near power lines to prevent power outages.

Vegetation affecting overhead lines can be reported to the call centre on 0860 103 089 or at FaultReporting.Centre@capetown.gov.za.

Check your meds

City Health urges residents to do a 'spring-clean' of their medicine cabinets. Expired medication should never be taken, and may not be disposed of in home bins. It is also illegal to dispose of pharmaceutical waste and 'sharps' – such as surgical blades or syringes – in home bins.

Safely dispose of expired medicines and sharps by placing them in rigid, puncture-proof plastic containers (e.g. a plastic milk bottle) and sealing them.

Clearly mark the containers as "Expired medication" or "Sharps" and take them to your nearest City clinic or private pharmacy for safe disposal.

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CityNews Online is delivered every two weeks and includes updates of recent highlights, service delivery notices, reminders and alerts.

CityNews is distributed as an insert to a number of community papers and is also available at City libraries.

E-mail: citynews@capetown.gov.za

Fax: 021 400 1260

Postal: PO Box 298, Cape Town 8000



Attend ward meetings and help us run the City better

The ward community engagement sessions are in full swing, with all 116 wards of the City expected to have meetings where residents can discuss concerns and raise questions with their ward councillor. I have also been attending a number of these.

This process is similar to the listening tour I conducted when I became Executive Mayor in November last year. It's important that our residents feel that they're heard and acknowledged; to hear where we are doing well and where we can do more to meet expectations. As an

A message from the Executive Mayor, Dan Plato



inclusive and well-run municipality, we will work harder to make sure every resident experiences the benefits of efficient service delivery.

Some of the meetings have been well-attended; others less so. That's why we are

encouraging you to attend. If you are not sure who your councillor is, please attend these meetings to get to know him/her and provide us with feedback on how effective your councillor is. The meeting schedule is available on the City's website.

As part of being a leading city, Cape Town has been nominated in three categories at the World Travel Awards. At the World Travel Awards Africa & Indian Ocean gala ceremony in June 2019, Cape Town – already the 2018 World's Leading Festival & Event Destination – was named "Africa's Leading Festival & Event Destination"; Table Mountain

won "Africa's Leading Tourist Attraction", and Cape Town International Airport won "Africa's Leading Airport". All three are now in the running for the world title at the 2019 World Travel Awards, and we need your vote to help us bring home these accolades.

Winning the global titles will be a great boost for the local tourism economy, which supports 300 000 jobs. Voting closes on 20 October. So, please go to www.worldtravelawards.com to cast your vote and help us achieve a hat-trick!

– Executive Mayor Dan Plato

More staff at driver testing centres

Extra clerks will be employed at the busier driving licence testing centres (DLTCs) such as Brackenfell, Durbanville, Gallows Hill, Hillstar, Joe Gqabi and Milnerton centres, with further appointments at other centres to be made on a priority basis.

Long waiting times at the City's 18 DLTCs are a common complaint. In the 2018/19 financial year, these centres administered 76 178 driving tests and 124 135 learner licence tests. They also deal with the replacement and renewal of documentation, fine payments, etc.

Delays are not entirely within the

City's control: The NaTIS system used to process transactions falls under National Government, as do the eye-testing machines required for licensing applications. The City does what it can to improve its customer service, which the additional appointees will hopefully achieve in the coming months.

Other business improvement measures introduced at some centres include queue management systems, improved signage, and weekly activity reports on staff performance. Unfortunately, not all DLTCs can incorporate these measures, mostly due to a lack of space.

Access-to-information enquiries

The City wants to raise awareness of the Promotion of Access to Information Act (PAIA) and invites residents to apply to the City for access to information. PAIA gives effect to section 32 of the Constitution, which confirms the public's right of access to information held by the state, except for records held by the Cabinet, the courts, members of Parliament and provincial legislatures.

The City has a dedicated walk-in public office, the Access to City Records Office, in the Cape Town Civic Centre to assist the public with the PAIA process.

Information that can be requested includes documents, tapes, video recordings, computer files, notes or e-mails. PAIA applies to records of public and private bod-

ies. A record means any recorded information that is in possession or under the control of the public body, whether or not created by that public body. PAIA also applies to records held by independent contractors contracted by the state.

In terms of PAIA, an applicant must be given access to records of a public body, provided that the applicant complies with all the procedural requirements, and that access is not refused in terms of any of the grounds of refusal contained in chapter 4 of the act.

For more information and to submit requests, visit www.capetown.gov.za/City-Connect. You can also send an e-mail to access2info.act@capetown.gov.za.

Water use is down, but please still save

The City thanks residents and businesses for continuing to use water sparingly. In the last week of September, average daily use was 616 Mℓ/day, less than the target of 650 Mℓ/day.

Water use restrictions remain in force. Watering of gardens or irrigation with municipal drinking water is allowed only before 09:00 or after 18:00 for a maximum of one hour per day per property,

as follows:

- on Tuesdays, Thursdays and Saturdays using soaker hose irrigation, or a bucket or watering can
- on Saturdays using sprinklers or a hosepipe fitted with a self-closing spray nozzle

THINK WATER
CARE A LITTLE. SAVE A LOT.

'Backyarder' services a first



Better conditions for backyarders: Since 2014, the City has installed 2 460 water and sanitation points to backyard dwellers on City rental property, and plans to install around 2 000 service points to backyard dwellers over the next three years.

Cape Town was the first municipality in the country to provide services to those living as backyarders on Council-owned property.

The backyarder programme started in 2014 and provides one-on-one water, refuse and electricity services to these residents.

Backyarders who live on private property or on invaded land will not benefit, as the Municipal Finance Management Act determines that public money may not be used for enhancing private properties.

More than R850 million has been earmarked over three years for upgrades to informal settlements and backyarder services. Of this, R713 million has been budgeted for investment in backyarder service provision and the informal settlements upgrade programme.

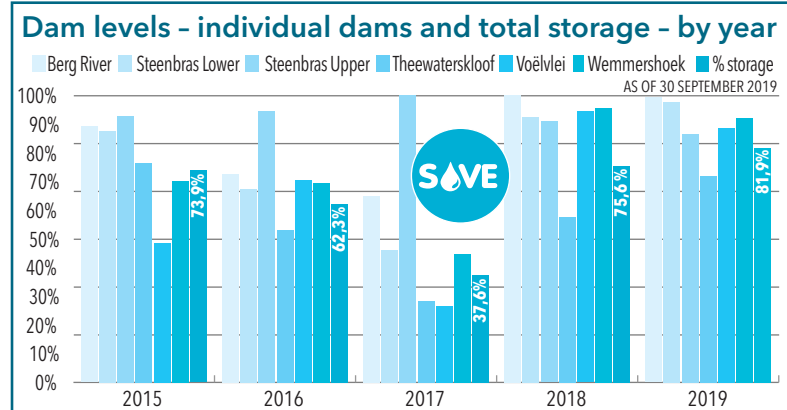
In addition, some R150 million is budgeted for the delivery of electricity services to the backyarder community.

The growth in the number of backyarders is a direct result of rapid urbanisation and the growing need for more affordable housing closer to urban centres.

Just over R1,6 billion has been budgeted over the next three financial years to provide formal subsidy houses and affordable rental opportunities near urban centres.

Yet the City cannot solely rely on these options, but must also look towards enhanced backyarder services provision and informal settlements upgrades.

The City will continue promoting transport-oriented development, working towards reversing apartheid spatial planning.



KHAWUNDIBALISELE

USodolophu weSigqeba uDan Plato ubongoza uluntu ukuba luzimase iintlanganiso zewadi, kwaye luxoxe ngeengxaki ezikhoyo lubuze nemibuzo kuceba wewadi leyo.

Kubalulekile ukuba uluntu lumanyelwe kwaye luthathelwe ingqalelo, ukwenzela ukuba luve ukuba iSixeko siqhuba kakuhle kweziphi iinkalo kwaye singaphucula phi ukuze sifezekise iimfuno zoluntu.

Ukuze ufumane ishedyuli yeentlanganiso, nceda ungene ku-www.capetown.gov.za.

ISixeko sivule iZiko lenkonzo yoncedo kwezoShishino ebizwa ngokuba yi-'one stop' kummandla ovulelekileyo eStrand

Street ngeenjongo zokunceda amashishini asakhasayo.

Kuzakuqeshwa abanye abasebenzi abancedisayo kumaziko axakekileyo okuvanyelwa ilayisenisi yokuqhuba afana nase-Brackenfell, Durbanville, Gallows Hill, Hillstar, Joe Gqabi nase-Milnerton.

Icandelo lezeMpilo kwiSixeko libongoza uluntu ukuba lucoce iikhabhathi zalo zamayeza kwaye lulahle ngokukhuseleki-leyo amayeza aphelelwe lishesha.

Kubantu abafuna ukufikelela kulwazi lweSixeko, iSixeko sinayo i-ofisi yokungena uluntu ejongene nalo msebenzi, i-Access to City Records Office, eKapa eCivic Centre.

How the City's electricity tariffs work

Providing reliable electricity services to all Capetonians is a complex business.

The City does what it can to make electricity accessible and affordable for all its residents. It does not profit from the sale of electricity.

Of income derived from electricity sales, 65% goes to Eskom, which sells the bulk electricity to the City, 25% goes toward the maintenance of the electricity grid, and 10% to the rates account, which helps pay for shared services.

This financial year, the City has been able to limit electricity tariff increases to 8,8% – much less than Eskom's 15,6% increase – and has implemented tariffs that it believes are as equitable as possible.

The City must maintain and extend its extensive electricity infrastructure (see the panel "City Electricity by the numbers"), regardless of how much electricity is sold.

Tariffs and thresholds

Electricity consumption is measured in kilowatt hours, and one City electricity billing unit is equal to one kilowatt hour.

A kilowatt hour (kWh) is a measurement of energy where 1 000 watts of power is sustained for one hour. So, an electric heater consuming 1 000 watts and operating for one hour uses one kWh of energy. A television consuming 100 watts operating continuously for 10 hours also uses 1 kWh.

The City charges households three different rates for electricity – lifeline, domestic and home user. The lifeline tariff is designed to help the poor afford a basic level of service. Please see the panel below for an explanation of the three tariffs.

All three tariffs have two pricing blocks with usage thresholds. If you cross the



Let there be light: Supplying electricity to a city with 4,2 million residents is an enormous undertaking.

threshold, you will start paying more for your electricity. In other words, if you use more electricity than usual, you will end up paying a higher rate.

Home user service charge
This tariff contains a service charge of R163,32 per month (R142,02 plus VAT). Money generated from the service charge helps maintain the City's electricity infrastructure, including power lines, substations, transformers and meters.

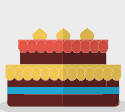
To compensate for the impact of this charge, home users pay less per unit for the first 600 kWh than consumers on the domestic tariff.

Small-scale embedded generation
There is also a small-scale embedded generation (SSEG) tariff for customers with City-approved grid-tied feed-in SSEG systems, such as solar photovoltaics. For more information, enter "SSEG" in the search box on the City's website.

Eskom customers
Eskom customers can consult www.eskom.co.za for their tariffs. They can also refer any queries directly to the Eskom national Sharecall number on 0860 037 566 or by sending an e-mail to western@eskom.co.za.

- For more information about City-supplied electricity, and for tips on how to save energy, visit <http://www.capetown.gov.za> > Family and Home > Residential Utility Services.

1 KWH - OR CITY BILLING UNIT - WILL PROVIDE APPROXIMATELY ENOUGH ENERGY FOR:



1
CAKE
BAKED



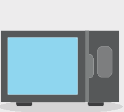
1,5
LOADS OF
LAUNDRY



4
HOURS OF
REFRIGERATION



5
SHIRTS
IRONED



16
MEALS
MICROWAVED



24
SLICES OF
BREAD TOASTED

About the three electricity tariffs

You will be charged the HOME USER tariff if you:

- own a property valued at more than R1 000 000, as users in this category are not regarded as destitute. This is the most equitable way found to classify the cost. Rates and services relief may still be provided depending on household income;
- have a prepaid meter; or
- have a credit meter, regardless of property value.

You will be charged the DOMESTIC tariff if you:

- own a house valued at more than R400 000 and less than R1 000 000;
- have a prepaid meter; or
- consume, on average, more than 450 kWh per calendar month per year.

You qualify for the LIFELINE tariff if you:

- have a prepaid meter, and
- receive less than 450 units on average per month, and
- live in a property with a municipal valuation of less than R400 000, or
- receive a rebate (pensioner, indigent, disabled), irrespective of property value.

Lifeline customers receive some free electricity, namely:

- 60 kWh per month if they use less than 250 kWh (on average) per month.
- 25 kWh per month if they use between 250 and 450 kWh (on average) per month.

The Lifeline tariff is not to reward low-consuming customers, but to but to help the poor afford a basic level of service.

	Price for block 1 (below the threshold)	Price for block 2 (above the threshold)
Lifeline tariff Threshold = 350 kWh per calendar month	120,09c/kWh plus VAT = 138,10c/kWh *Includes any free electricity	242,14c/kWh plus VAT = 278,46c/kWh
Domestic tariff Threshold = 600 kWh per calendar month	199,13c/kWh plus VAT = 229,00c/kWh	242,14c/kWh plus VAT = 278,46c/kWh
Home user tariff Threshold = 600 kWh per calendar month	175,46c/kWh plus VAT = 201,78c/kWh	242,14c/kWh plus VAT = 278,46c/kWh

City Electricity by the numbers

832 km of high-voltage cables

174 km of high-voltage overhead lines

7 244 km of medium-voltage cables

345 km of medium-voltage overhead lines

22 207 km of low-voltage cables

2 871 km of low-voltage overhead lines

83 major substations

922 protected substations

2 852 unprotected substations

5 959 mini-substations

645 pole-mounted transformers

2 gas-fired generators

658 542 electricity meters

2 505 employees

966 vehicles

R12 billion+ budget

KORTLIKS

Van die inkomste wat die Stad uit elektrisiteits-verkope verdien, gaan 65% na Eskom, wat die elektrisiteit in groot maat aan die Stad verkoop; 25% word gebruik vir die instandhouding van die krag-netwerk, en 10% gaan na die gemeenskaplike belastingrekening.

Huishoudings wat hulle krag van die Stad ontvang, betaal een van drie elektrisiteits-tariewe – die hulptarief ("lifeline"), huishoudelik of tuisgebruiker. Die hulptarief is geskep om 'n basiese diensvlak binne arm mense se bereik te plaas.

Inwoners wat in 'n eiendom met 'n munisipale waardasie van minder as R400 000 woon, oor 'n koopkragmeter beskik en minder as 450 eenhede per maand gebruik óf 'n Stadskorting ontvang, kom

in aanmerking vir die hulptarief.

Al drie tariewe het twee prysblokke met gebruiks-drempels. Sodra jy die drempel oorstee, begin jy méér vir jou elektrisiteit betaal.

Die tuisgebruikertarief sluit 'n diensheffing van R163,32 per maand in. Inkomste uit die diensheffing help die Stad sy elektrisiteitsinfrastruktuur in stand hou. Die elektrisiteitsdepartement het 'n jaarlikse begroting van meer as R12 miljard, het 2 505 mense in diens, en 'n vloot van 966 voertuie.

Eiendomseienaars wat 60 jaar en ouer is, as deernisgevalle beskou word of op maatskaplike toelae staatmaak, kan teen 30 November 2019 om finansiële bystand by die Stad aansoek doen. Vir inligting bel die oproepsentrum by 0860 103 089.

KHAWUNDIBALISELE

Kwinqeniso efunye kwintengiso yombane, i-65% ingena kwabakwa-Eskom, abathengisela iSixeko isambuku som-bane, i-25% ingena kunonophelo lweziko elinobuxhaka-xhaka bobonelelo ngombane, ize i-10% ingene kwi-akhawunti yeentlawulo ezihlangelelweyo.

I-Sixeko sihlawulisa amakhaya iireyithi ezintathu ezahlukeneyo zombane-iLifeline, Domestic ne-Home User. Intlawulo ye-Lifeline yenzelwe ukunceda abo bangathethi-ntweni ukuba bakwazi ukufikelela kumgan-gatho wenkonzo engundoqo.

Uluhlu oluhlala kwiipropati ezixabisa ngaphantsi kwe-R400 000, oluneemitha zombane ohlawulelwayo ngaphambi kowusebenzisa kwaye lusebenzise iyunithi ezingaphantsi kwe-450 ngenyanga, okanye olufumana isa-phulelo seSixeko kufuneka lufumane intlawulo ye-Lifeline.

Zontathu ezi ntlawulo ziinebloko ezimbini zamax-abiso, ngokweqondo lokusetyenziswa kombane. Ukuba udlulile kwiqondo lokusetyenziswa kombane, uzakuqal-isa ukuhlawula kakhulu ngombane wakho.

Ixabiso eliyi-Home User linentlawulo yenkonzo eyi-R163,32 ngenyanga. Imali eyenziwe kule ntlawulo yenkonzo inceda kunonophelo lwesakheko sobonelelo ngombane seSixeko. ISebe lezoMbane sinoqingqo-mali lonyaka olungaphezulu kwe-R12 bhiliyoni, kwaye liqeshe abantu abayi-2 505 kananjalo linezithuthi eziyi-966.

Abanini bezindlu abaneminyaka eyi-60 nangaphezu-lu ubudala, abo bangathathi-ntweni okanye abaxhome-keke kwizibonelelo zoncendo lukarhulumente, kufuneka benze isicelo soncedo-mali kwiSixeko ngowama-30 kweyeNkanga 2019.

Apply for rebates and other types of financial relief

The City invites property owners who are aged 60 years and older, or are indigent or dependent on social grants, to apply for financial assistance by 30 November 2019.

Residents who already receive these rebates must reapply, as their three-year cycle ended in June, following the new property valuation implemented on 1 July 2019.

The City has earmarked some R1,2 billion for rates rebates and R1,7 billion for indigent relief.

Property owners receiving a pension or social or disability grants, and whose monthly household income is less than R17 500, may qualify for rates discounts.

A threshold increase
This is a R2 500 increase in the monthly household income threshold for rates assistance. The rebates for all income bands between R4 500 and R17 500 per month have also been adjusted upwards.

Property owners who are indigent and earn up to R6 000 a month, regardless of their age, are also encouraged to apply for indigent benefits, including rates rebates.

Residents who are in arrears with their municipal accounts can enter into an arrangement with the City to pay these off.

How to apply
To apply for pensioner and social grant benefits or indigent relief, visit your nearest municipal office or www.capetown.gov.za/City-Connect. Click on "Apply", and then on "Financial relief and rebates".

Download and complete the required applications form(s). Submit completed forms to any Revenue walk-in office, e-mail it to indigent.relief@capetown.gov.za, or post them to: Director Revenue, City of Cape Town, PO Box 655, Cape Town 8000.

Certified copies of all relevant documentation must be included with the application. When posting a form, a certified copy of your ID or other proof of identification must be included.

Residents applying for indigent registration can also send an SMS with their name and cellphone number to *134*222#.

Renewal applications have been posted to existing rates rebate and indigent grant recipients.

- For more information, contact the call centre on 0860 103 089.

Free substance abuse help in Eerste River

The substance abuse treatment site at Eerste River clinic is the seventh facility offering free drug and alcohol treatment to residents aged 18 and older. Two qualified social workers and a clerk are available to help clients through a 16-week programme. Clients enter the programme immediately after a professional assessment and drug and alcohol screening. This treatment site is the first in Area East offering community-based alcohol and drug treatment services. Clinics are open between 08:00 and 16:30 on weekdays.



Affordable housing in Blue Downs

In August, the City approved the transfer of 219 residential serviced plots in Blue Downs at discounted rates to qualifying beneficiaries for gap housing opportunities. Criteria include registration on the City's housing database, not having already benefited from a government housing subsidy, and having a monthly income of between R9 000 and R22 000. Residents who meet the criteria will have the opportunity to apply to purchase the plots in Fairdale at discounted market-value rates. The plots range between 160 m² and 350 m² in size and are valued at approximately R105 000 (ex VAT).

Expanded treatment capacity

The Zandvliet wastewater treatment works is being extended.

The R1,7 billion upgrade of the Zandvliet wastewater treatment works is set to be completed by 2023. The plant treats effluent from Kuils River, Delft, Blackheath, Blackheath Industria, Blue Downs, Eerste River, De Wijnlanden, Thembokwezi, Mxolisi Phetani and Khayelitsha. Currently, the plant can handle 72 million litres of wastewater per day. Once upgraded, it will be able to process an additional 18 million litres per day. Apart from increased capacity, a new preliminary treatment process will produce treated water that complies with the licence conditions issued by the national Department of Water and Sanitation and is suitable for irrigation and industry. The City is among the highest performers nationwide in terms of the standards for treated water. The treatment processes applied at the facility – the biological activated sludge processes – are considered best practice for municipal wastewater treatment. Additionally, the existing membrane bioreactor mod-



Waste not, want not: The upgrade to the Zandvliet wastewater treatment works will create additional capacity and produce cleaner discharge.

ule, which incorporates membrane technology for solid and liquid separation, was the first application of this technology in the municipal sector in South Africa. Rapid population growth and changing wastewater characteristics have placed huge

strain on existing wastewater treatment processes. As such the City considers upgrades to several wastewater treatment plants a priority. In fact, upgrades worth over R9 billion are either under way or being procured.



Life's a beach: Cape Town's 307 km coastline has more than 70 beaches.

By-law to better protect beaches

The City has drafted a by-law to better manage, protect and improve safety along Cape Town's coastline, which draws millions of visitors and contributes some R40 billion to the local economy each year. The proposed by-law addresses poaching or illegal fishing; harvesting, removal or damaging of indigenous coastal vegetation and other natural material; littering, pollution and dumping; encroachment of private property; measures to remove encroachments; possession of liquor or drugs; hawking or doing business illegally; launching of vessels, and issuing of fines for contraventions. Following a month-long public participation process, the draft by-law will now go before Council's Portfolio Committee on Spatial Planning and Environment in November, and then to a full Council meeting for approval early in 2020.

Park Buddies are here to help



The Recreation and Parks Department has introduced the Park Buddies programme at Mandela Park in Khayelitsha. The R2,7 million initiative is part of the Expanded Public Works Programme (EPWP) and currently employs 58 individuals to work closely with communities in taking ownership of City parks.

The purpose of the programme is to increase appreciation of community parks. Key duties of Park Buddies include exercising access control, keeping the park tidy, ensuring that play equipment is used correctly and reporting any broken equipment. Park Buddies are deployed to parks close to their homes.

Illegal dumping could cost you

Persons caught dumping their waste illegally will have their vehicle seized and impounded. The vehicle will not be released until the criminal case is concluded and on receipt of the fees payable, which include an impoundment fee. The fees are R8 700 for a first offence, R11 700 for a second offence, and R17 400 for a third offence. The offender will also be fined with R5 000 for contravening the by-law. Report illegal dumping to the corporate call centre on 0860 103 089, or on the emergency number (107 from a landline, or 021 480 7700 from a mobile).

More community officers

The City has appointed 144 Expanded Public Works Programme (EPWP) workers as community development and engagement officers. They are undergoing accredited training to equip them with the necessary skills. Once deployed, the officers will promote the City's services, be alert to early warning signs of reduced service standards, and improve response times to service requests.

KORTLIKS

Die opknapping van die Zandvliet-watersuiweringsaanleg, wat R1,7 miljard kos, sal na verwagting teen 2023 voltooi wees. Die projek sal die aanleg se huidige vermoë van 72 miljoen liter per dag met 'n bykomende 18 miljoen liter per dag verhoog. Opknappings aan verskeie watersuiweringsaanlegte van die Stad is hetsy aan die gang of aan die kom, en word altesaam op meer as R9 miljard geraam. Die nuwe terrein vir middelmisbruikbehandeling by Eersterivierkliniek is die sewende Stadsfasiliteit wat inwoners gratis dwelm- en alkoholbehandeling bied. Die Stad het goedkeuring verleen vir die oordrag van 219 residensiële erwe met dienste in Blue Downs aan kwalifiserende begunstigdes. Die erwe is bedoel

vir behuisingsgeleentheid vir die tussenmark ("gap housing") en sal teen verlaagde tariewe verkoop word. Die departement ontspanning en parke het die Park Buddies-program by Mandela Park in Khayelitsha van stapel gestuur. Die program het 58 persone in diens wat ten nouste met gemeenskappe saamwerk om verantwoordelikheid vir Stadsparke te aanvaar. Persone wat betrap word dat hulle onwettig vullis stort, kan hulle voertuie verloor. Die Stad sal op die voertuie beslag lê en dit skut totdat die strafsak afgehandel en enige boetes betaal is. Boetes is stewig en kan tot R22 400 vir 'n derde oortreding beloop. Die Stad het 'n verordening opgestel om die Kaapstadkuslyn beter te bestuur, te beskerm en te beveilig.

KHAWUNDIBALISELE

Iprojekthi ye-R1,7 yeebhiliyoni engophuculo lweziko lokucocwa kwamanzi amdaka iZandvliet Wastewater Treatment Works, ecwangiciselwe ukuqunjelwa ngo-2023, izakonyusa umlinganiselo weelitha eziyi-72 miliyoni ngosuku ngokuthi kongezwe ezinye iilitha eziyi-18 miliyoni ngosuku. ISixeko lineeprojekthi ezixabisa ngaphezulu kwe-R9 yeebhiliyoni zophuculo lwamaziko aliqela okucocwa kwamanzi amdaka eziqhubayo, okanye ekucwetywa ukuba zifunyanwe. Indawo entsha engokusetyenziswa kakubi kwezibobisi kwiKliniki yase-Eerste River sisakhiwo sesixhenxe seSixeko esinikezela ngonyango lwasimahla kuluntu olusebenzisa kakubi iziyobisi notywala olune-

minyaka eyi-18 nangaphezulu ubudala. ISixeko liphumeze ukunikezelwa kweeploti eziyi-219 zendawo yokuhlala ezilungele ulwakhiwo eBlue Downs ngamaxabiso athotyiweyo kubaxhamli abafanelekileyo ukulungiselela amathuba okufumana izindlu ezifikelekelayo. ISebe lezoLonwabo neePaki liqalise iNkqubo yePark Buddies eMandela Park eKhayelitsha. Kule nkqubo kuqeshwe abantu abayi-58 ukuba basebenze kunye noluntu lwasekuhlaleni ukuthatha 'uxanduva' ngeepaki zeSixeko. Abantu ababanjwe belahla inkunkuma ngokungekho semthethweni izithuthi zabo ziyakuthi zithinjwe kwaye zivalelwe.

CITY OF CAPE TOWN AND AREA EAST CONTACT NUMBERS

Accounts and general enquiries
Tel 0860 103 089 (option 1)
Fax 0860 103 090
E-mail accounts@capetown.gov.za
..... contact.us@capetown.gov.za
Alcohol and drug helpline (24/7)
Tel 0800 HELP 4 U (0800 435 748)
Anti-corruption & fraud hotline
Tel (anonymous, toll-free) .. 0800 323 130
Cable theft
All-hours tel 0800 222 771
Public transport (toll-free)
Information centre 0800 656 463
Dial-a-Ride 0800 600 895

Drought and water
www.capetown.gov.za/thinkwater
Report and track faults
www.capetown.gov.za/servicerequests
e-Services
www.capetown.gov.za/eServices
Contact the City
www.capetown.gov.za/contacts
Budget
www.capetown.gov.za/budget
Tariffs
www.capetown.gov.za/tariffs
Policies and by-law s
www.capetown.gov.za/policies
Council matters
www.capetown.gov.za/council

AREA EAST CONTACT DETAILS
Director: Urban Management
Luzuko Mdunyelwa
Tel 021 400 2358
Cape Town Civic Centre, 12 Hertzog
Boulevard, Cape Town
Subcouncil 8
Tel 021 850 4150

FOR EMERGENCIES CALL
021 480 7700
FROM ANY PHONE OR
107 FROM A LANDLINE

Municipal offices, cnr Fagan Street and
Main Road, Strand
Subcouncil 9
Tel 021 400 5538
Site B Khayelitsha Shopping Centre,
Khayelitsha
Subcouncil 10
Tel 021 444 7315

Find a programme,
apply for a service,
access online
applications and more
at City Connect on
www.capetown.gov.za

Khayelitsha Training Centre, cnr Lwandle
Road and Phendula Crescent, Khayelitsha
Subcouncil 21
Tel 021 900 1503
Municipal offices, cnr Van Riebeeck Road
and Carinus Street, Kuils River
Subcouncil 22
Tel 021 700 4025
Municipal offices, cnr Van Riebeeck Road
and Carinus Street, Kuils River
Subcouncil 24
Tel 021 444 7532
Kuyasa Library, Walter Sisulu Road,
Khayelitsha