

MUNICIPAL NEWS

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STRATEGY



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-Colin Puren

FROM THE OFFICE OF THE MUNICIPAL MANAGER

September, celebrated nationally as Public Service Month, invites us to reflect on the values that guide our work. This year, it brings with it a profound sense of pride and gratitude.

It is with deep appreciation that I acknowledge the outstanding efforts of every official and team who contributed to Mossel Bay Municipality being named Bronze Winner – Best Municipality in the Western Cape at the 10th Annual Service Excellence Awards (SEA), hosted by the Western Cape Government on 12 September 2025 at Grand West Casino, Cape Town.

This accolade places Mossel Bay alongside Swartland Municipality (2nd place) and Drakenstein Municipality (1st place), affirming our shared commitment to excellence in local governance. The SEA celebrates exceptional service delivery across 13 categories, including Best Municipality, Best Municipal Project, and Best Frontline Service Delivery Team, et cetera. It is both a benchmark and a tribute to the dedication, innovation, and integrity that define public service in the Western Province.

Among the reasons cited for this honour was Mossel Bay's excellence in environmental stewardship and job creation through its general street cleaning program. This initiative combines smart waste management practices with community engagement and strategic partnerships to maintain clean, welcoming public spaces. It promotes recycling, supports tourism, and aligns with the principles of the Expanded Public Works Programme, creating employment opportunities while enhancing urban sustainability. Mossel Bay's model reflects a practical, scalable approach to clean and inclusive municipal service delivery.

In Mossel Bay, public service is more than a duty - it is a daily commitment to sustainable service excellence. From clean water and safe roads to responsive communication and community safety, our teams work tirelessly to serve with integrity, agility, and heart.

Since September 2024, we have publicly shared our service delivery completion percentages through infographics, reinforcing our commitment to transparency and accountability. I am proud to report that we have consistently maintained a completion rate above 97%.



The most recent reporting period (June to August 2025) reflecting:

- Total service requests received: 3,169
- Average completion rate: 97.9%
- Most common issue reported: Blocked sewage drains (297 requests)

Top 3 wards in terms of service delivery requests received and attended to:

1. Ward 10 (Hartenbos, Boland Park, Diaz Beach, Bayview)
2. Ward 1 (Elangeni, Marikana, Sinethemba, KwaNonqaba)
3. Ward 9 (Tarka, D'Almeida, Extension 6)

We are also proud to share that Mossel Bay Municipality was voted Best Waste Management / Skips Company in the 2025 Best of Mossel Bay Readers' Choice Awards, hosted by the Mossel Bay Advertiser. This local recognition reflects the trust and appreciation of our residents, who earlier this year scored our refuse removal services at 92% in an open satisfaction survey.

This year's national theme for Public Service Month - "Professionalising the Public Service to Build Trust and Restore Confidence in Government"- resonates deeply with our own municipal vision of "a sustainable future for all." Mossel Bay Municipality remains committed to building a competent, ethical, and citizen-centred public service. Our mission is grounded in the principles of Batho Pele (putting people first) and our Service Delivery and Budget Implementation Plan (SDBIP) reflects this in action, ensuring that performance targets are met with precision, transparency, and care.

As outlined in our municipal vision and values, we strive to deliver services that are inclusive, responsive, and sustainable - anchored in accountability and driven by community needs.

As we celebrate this milestone, as Municipal Manager, I want to reaffirm Mossel Bay Municipality's unwavering commitment to ethical leadership and good governance through transparent, accountable, and regular public communication. We encourage all residents to make use of the available platforms to share input, raise concerns, and participate in shaping our shared future.

Public participation is not only a constitutional responsibility - it is a cornerstone of our democracy. Section 152(1)(e) of the Constitution calls on municipalities to involve communities actively in governance, and the Municipal Systems Act strengthens this mandate through public meetings, comment periods, and ward committees. Mossel Bay Municipality embraces these principles to ensure inclusive, transparent decision-making that reflects the needs and aspirations of our residents.

We continue to work closely with the media - local, national, and international - and welcome enquiries as they arise. Open, accountable communication remains central to our mission to uphold public trust and serve with excellence.

United in our purpose, we are committed to build a municipality that listens, responds, and leads with integrity. For local government news – straight from the source – remember to interact with our platforms listed in this newsletter.

"We need to recognize and enhance the culture of being a servant of citizens and not a servant of government as a prerequisite of the public service delivery programmes."

- Thuli Madonsela



Regards
Colin Puren
Municipal Manager

Powering resilience: Alternative energy solution completed



A major milestone in Mossel Bay Municipality's journey toward energy resilience is finally here! The construction of a hybrid photovoltaic (PV) system with integrated battery energy storage system (BESS) at the Hartenbos wastewater treatment works (WWTW) reached its final stages. Final testing and commissioning began on 24 July 2025 and will be completed by the end of September 2025.

At the heart of this innovative project is a utility-scale BESS with a capacity of 4512 kWh, designed to store energy generated by 4536 solar panels installed on site. This powerful combination will enable the wastewater treatment facility to operate independently during power outages, including loadshedding up to Stage 6, which can result in outages of up to four hours.

Dual purpose energy system

Beyond backup power, the system has been engineered to contribute to the broader municipal energy strategy. During periods without load shedding, a portion of the stored energy will be exported into the municipal grid during evening peak hours, helping to reduce Mossel Bay's maximum demand from Eskom and easing pressure on the national grid.

Investment in sustainability

With a total project value of approximately R112 million and a construction timeline of 18 months, this initiative represents a significant investment in sustainable infrastructure. The first power generation from the site is

expected by late October 2025, marking a new chapter in Mossel Bay's commitment to clean energy and operational continuity.

The construction and installation phase of the project has been completed, except for the final finishing and clean-up work. Final system integration and testing will commence shortly, ensuring that all components, from solar generation to battery discharge function seamlessly. Once operational, the Hartenbos wastewater treatment works will stand as a flagship example of how municipalities can harness renewable energy to safeguard essential services and reduce reliance on traditional power sources.

Project snapshot:

- Size of site: 3.5-hectare site
- Solar generation: 2.5 MVA from 4,400 PV panels and mounting structures
- Inverter station capacity: 3.2 MVA
- Battery Energy Storage System (BESS): 4,512 kWh
- New substation: Includes 11kV switchgear and all associated control systems
- Estimated workforce during construction: 138 persons (professional team, main contractor, and sub-contractors)
- Construction cost: R112 million (incl. VAT)
- Contract period: 18 months
- Due completion date: 28 September 2025

QUARTELY COMMUNITY SAFETY FORUM REINFORCES UNITED FRONT FOR PUBLIC SAFETY

The latest Quarterly Community Safety Forum meeting brought together a wide spectrum of safety stakeholders committed to strengthening Mossel Bay's collaborative response to public safety challenges. The meeting held on 18 September in the Mossel Bay town hall, was chaired by the Portfolio Chairperson for Community Safety, Councillor Leon van Dyk.

Deputy Mayor Alderman Bayman delivered a heartfelt vote of thanks, acknowledging the dedication of all role-players in maintaining a safe and resilient community.

KEY DEPARTMENTAL UPDATES FROM THE MOSSEL BAY MUNICIPALITY INCLUDED:

- Law Enforcement and Municipal Traffic Services: Assistant Chief Marko Claassen provided insight into recent enforcement operations and traffic interventions.
- Fire Services: Chief Joseph Johnston reported on fire response readiness and recent incidents.
- Legal Services: Mrs. Yolande van der Berg addressed legal support in by-law enforcement and prosecution processes.
- Municipal Communications: Mrs. Cornelle Carstens-Johnston emphasized the importance of transparent, real-time public messaging and community engagement during incident and community safety reporting.

The South African Police Service (SAPS) offered precinct-level feedback from Da Gamaskop presented by Lt. Col. Williams; Great Brak River represented by Capt. Henzen; Mossel Bay – Capt. Buys. Each representative shared crime trends, community concerns, and ongoing interventions.

All the SAPS representatives emphasized the vital importance of partnership policing plays in enhancing community safety. Additional inputs were provided by the Western Cape Liquor Authority, Sea Border Police, the EMS Chaplains Service and the Department of Social Development. The meeting concluded with remarks from Philip Mattheus, Vice-Chairperson of the Garden Route District Community Policing Forum Board reinforced the shared commitment to proactive safety planning and community vigilance.

FOLLOW WEEKLY COMMUNITY SAFETY UPDATES

Since March 2025, the Mossel Bay Municipality has been

sharing weekly community safety successes – specifically achieved through successful 24/7 CCTV monitoring of more than 500 security cameras across the greater Mossel Bay and the value of strategic partnerships with community safety stakeholder. Follow the updates on the Facebook – Mossel Bay Municipality.



REMINDER: HELP US FIND YOU FASTER!

The fast-tracking of numbering of private and business premises was raised again at the CSF meeting as a priority, since service delivery in communities is often negatively impacted through addresses not being found due to homes not being numbered adequately.

The Mossel Bay Municipality urges residents, home or business owners to clearly mark their premises correctly. In fact, according to the Mossel Bay Municipality's by-law regarding streets, Article 26 the municipality may prescribe in writing that a number allocated to a premises, must be displayed by the owner or occupier thereof. Article 26 also states that this number must be displayed visibly and legibly from the adjacent street; and that it must be replaced by the owner of the premises as often as necessary. A clearly visible house number could save precious minutes when it matters most. Whether it's your refuse collection or a life-saving visit from emergency responders like police, ambulances, or firefighters, every second counts - and your street number helps us get there without delay.

PLEASE ENSURE THAT YOUR HOUSE NUMBER IS:

- Visible from the street, day or night
 - Painted or mounted on a wall, gate, or mailbox
 - Kept clear of obstructions like plants or decorations
- Municipal teams and first responders rely on accurate and easy-to-spot addresses to render services efficiently and safely. By numbering your home clearly, you're not only improving service delivery, but you are also actively contributing to a safer Mossel Bay for all.

The Silent Threat:

Polyphagous Shot-hole Borer Beetle poses growing risk to South Africa's Trees

September is Arbor Month and in addition to the drive to plant more trees, there is another grave concern threatening both your green heritage and future.

Across South Africa, a tiny beetle is causing outsized damage to urban forests, agricultural landscapes, and indigenous ecosystems. The Polyphagous Shot-hole Borer (PSHB), originally from Southeast Asia, has quietly spread to eight of the country's nine provinces, including the Western Cape. Though just 2mm in size, its impact is anything but small.

The PSHB burrows into trees and introduces a deadly fungus (*Fusarium euwallaceae*) that disrupts the tree's vascular system. Once infected, trees begin to wilt, suffer branch dieback, and eventually die - often without warning. More than 130 tree species in South Africa are known hosts, with nearly 50 of them capable of sustaining beetle populations. The infestation rate is climbing steadily, and experts warn that if left unchecked, the beetle could cost the country over R275 billion in ecological and economic losses over the next decade.

In the Western Cape, municipalities such as Stellenbosch, George, and Knysna have already reported confirmed infestations. Stellenbosch has seen damage to historic oak trees, while George and Knysna - both rich in biodiversity - have issued public alerts and begun monitoring vulnerable species. Mossel Bay, with its concerted efforts in "greening the environment" through planting trees, and well-known for its coastal greenery, is certainly not immune to the threat.

PSHB Beetle Alert: The hard facts

What is it?

The Polyphagous Shot Hole Borer (PSHB) is a tiny invasive beetle (2mm) that kills trees by introducing a deadly fungus. It has been identified in South Africa in 2017. The epicentre of invasion is Gauteng.

Where is it found?

Detected in 8 of 9 provinces, including the Western Cape. Confirmed infestations in Stellenbosch, George, and Knysna. Testing has been conducted for the first possible cases in Mossel Bay, but it is yet to be confirmed.

The vital statistics:

- Attacks over 130 tree species
- Causes wilting, dieback, and tree death

- Estimated R275 billion in potential damage over 10 years

Signs to watch for: (Note that symptoms are unique to each tree species)

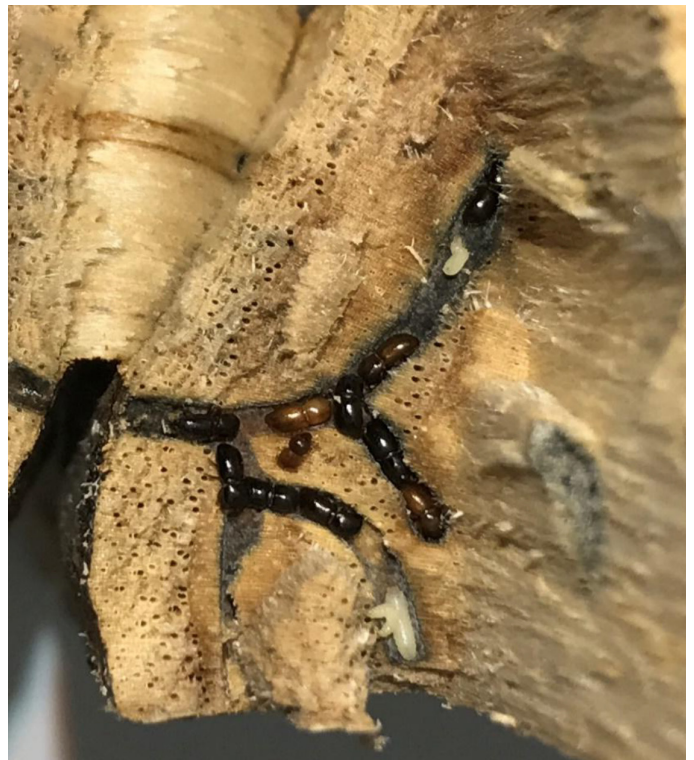
- Small (1mm) round entry-holes in bark
- Saw dust (frass) at base
- Dark wet, fungal stains
- Sudden branch dieback

What to do:

- Don't move infested wood
- Report suspicious trees to your local municipality
- Join community tree monitoring efforts
- Stay informed and share alerts

Mossel Bay Municipality is committed to environmental protection and transparent communication. Help us stop the spread - your vigilance matters.

Contact Mushfiqah Abrahams and/or Rudi Minnie – admin@mosselbay.gov.za



PUT US TO THE TEST

Get into contact through these
official channels

FOR SERVICE DELIVERY & INFORMATION

- For formal, written correspondence to the municipality, use admin@mosselbay.gov.za
- To reach any of our directorates /departments telephonically, the municipal main switchboard can be contacted, 044 606 5000 during office hours.
- To report emergency services interruptions, such as pipe bursts, unplanned electricity or water interruptions or faulty streetlights, please report to the 24-7 Call Centre, 044 606 5000.
- Download the Collab Citizen for iOS (App Store), Android (Google Play Store) and Huawei (AppGallery)
- Send an SMS to 44 802 (normal tariffs apply)
- For general information about the municipality, visit
- the website at www.mosselbay.gov.za/

ETHICS & ANTI-FRAUD HOTLINE

- Call - 0800 333 466 (24h)
- Email - mbm@behonest.co.za
- SMS - 49 017 (normal tariffs apply)
- Website / "chat" – www.behonest.co.za

JOIN OUR BROADCAST PLATFORMS

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- WhatsApp Channel - <https://whatsapp.com/channel/0029VaObfDbBadmjaxmERb0d>
- Municipal YouTube Channel - www.youtube.com/@mosselbaymunicipality7796