

MUNICIPAL NEWS

ISSUE 7/2025 | JULY 2025



GROW
STRATEGY





“ Together, we can safeguard our shared resources and stretch every rand to its fullest potential. ”

FROM THE OFFICE OF THE MUNICIPAL MANAGER

Dear Residents

As we embark on our good governance journey in the new financial year which started on 1 July 2025, our focus remains on delivering reliable, sustainable services that enhance the quality of life in Mossel Bay.

Should you meet the criteria for indigent support or pensioners discounts, we encourage you to contact Debtpack - 044 620 4480. Applying ensures you receive any relief you qualify for, helping to ease the burden of rising living costs.

Your steadfast commitment to paying for services has kept our collection rate deep into the 90 percent range. This exceptional rate underpins our ability to maintain water, roads, sanitation, and parks without compromising on quality or safety.

However, our progress is threatened by acts of vandalism that damage infrastructure and divert budgeted funds toward repairs. Every broken valve, graffiti tag, and stolen fixture increases costs and disrupts service delivery for the whole community. We encourage residents to report any form of questionable activity.

Remember to include as many details as possible in your report –

- **Exact location:** Street name, nearby landmarks, or GPS if available.
- **Type of vandalism:** Describe what was damaged—e.g., broken lights, spray paint, tampered infrastructure.
- **Time and date:** When you noticed the damage or believe it happened.
- **Any witnesses:** Names and contact details, if available.
- **Photos:** Clear pictures of the damage, if safe to take.
- **Suspicious behaviour:** Any individuals or vehicles spotted in the area before or after.

Reporting promptly helps the municipality respond faster, minimize costs, and prevent further damage.

You can consider these official channels:

- Send an e-mail to admin@mosselbay.gov.za
- Call the municipal main switchboard 044 606 5000 during office hours.
- Report emergencies after-hours to the 24-7 Call Centre, 044 606 5000
- Contact municipal law enforcement directly – 044 606 5204
- Download the Collab Citizen smartphone application for iOS, Android and Huawei
- Send an SMS to 44 802

We are also concerned about electricity losses due to meter tampering and illegal connections. To combat this, our service provider Ontec is conducting a door-to-door audit of prepaid electricity meters throughout Mossel Bay. This audit and the steps involved are taken to protect the municipality's income.

This audit is a routine inspection to ensure that the electricity meter is functioning optimally, so that municipal records match what is physically happening in the field. Where necessary, the Token Identifier (TID) update will be done. Another aspect of this audit is looking at possible tampering with meters. Please welcome their teams, who are here to ensure accurate billing and fair consumption for everyone.



Together, we can safeguard our shared resources and stretch every rand to its fullest potential. Thank you for your ongoing cooperation and pride in keeping Mossel Bay running smoothly.

Warm Regards

Colin Puren

Water

SURETY – A Mossel Bay perspective

The question is often raised, with Mossel Bay being among the fastest growing towns in South Africa, whether water provision is and will be keeping up with the demand. During June 2025, the Director of Infrastructure Services, Dick Naidoo shared insights on the water systems and surety serving the consumers within the greater Mossel Bay. The interview,  broadcast on Tambo FM, Eden FM, HeartBeat FM and SFM is available at this link (<https://youtu.be/qZEqeVUOWwc>) or scan the QR code to access a podcast on  the Mossel Bay Municipality YouTube channel.

Below is a summary of the interview.

1. Give us a brief overview of the Mossel Bay water supply network?

A: The water services infrastructure consists of various raw water sources including the Wolwedans Dam, Klipheuwel Dam, Ernest Robertson Dam as well as 8 boreholes with a total registered volume of 43.262m³/day. Raw water pipelines convey the untreated water to a total of 7 water purification plants situated throughout the municipal area. From the various water purification plants, as well as a desalination plant, the treated water is pumped via 18 pump stations into 55 reservoirs. The total length of the water pipelines is 813,3 km. The total replacement value of water networks is R2.246 billion.

2. What are the capacities of the different water schemes or plants?

A: The total design capacity for the 7 water purification plants, as well as the desalination plant is, 72.3 Megalitres per day. The average daily volume of water purified during the 2023/2024 financial year was 23.8 Megalitres per day. This water usage increases to 31 Megalitres per day during peak periods, like the summer holiday season. This means that there is between 41.3 Megalitre per day capacity available. The total storage capacity of the reservoirs is 107.0ML which represent approximately 108 hours of water supply at the current demand.

3. What new water projects, in terms of the water master plan study conducted, will be implemented over the next 3 years to cater for new developments in Mossel Bay?

A: The estimated cost of the projects will be in the region of R365.6million. In addition, the municipality spends in excess of 50% of the capital budget for the replacement of infrastructure.

4. A question that is always important to consumers to have the answer is – “Is the municipal water safe for human consumption?”

A: The municipal water is safe for consumption

Dick Naidoo
- Director Infrastructure Services





6. Are there any noteworthy organisational changes at the Department of Water and Sanitation (Mossel Bay Municipality) with the onset of the new financial year on the 1 July?

A: The Water and Sanitation department consists of approximately 170 employees. Currently the Senior Manager at water and sanitation is responsible for the treatment plants as well as the networks. From 1 July 2025, the treatment plants will move to the Manager at Mechanical Services. The latter mentioned department currently provides support for the repairs and maintenance at pump stations as well as the plants. Furthermore, many of the machinery at the plants are mechanical, which is why it is sensible to move all of those functions under the Manager at Mechanical Services.

The Senior Manager at Water and Sanitation will be responsible for the distribution network. He will still have a manager reporting to him and under the manager there will be various superintendents at the Great-Brak depot, the Hartenbos depot as well as Schoeman Street depot. The manager will also be responsible for the municipal laboratory.

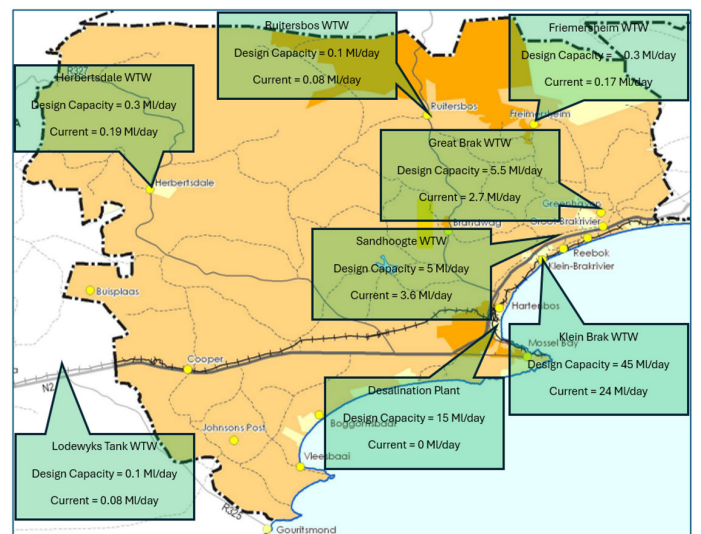
and is regularly tested for chemical health, microbiological and other risk defined compliances, and the overall quality score is in excess of 95%. These measurements are done on a monthly basis and is in compliance with the SANS 241 standards. It must also be mentioned that the last overall score from the Blue Drop Assessment conducted by the Department of Water and Sanitation (DWS) in 2023, was 87.3%. This marked a significant improvement on the previous assessment in 2014, which was 78.76%. It has been reported that the next Blue Drop Assessments will be conducted in 2025.

The Blue Drop score assesses the quality and management of drinking water services provided by municipalities in South Africa. It focuses on factors like infrastructure condition, maintenance, treatment processes, monitoring, and staff skills, ultimately measuring the overall excellence of a water supply system.

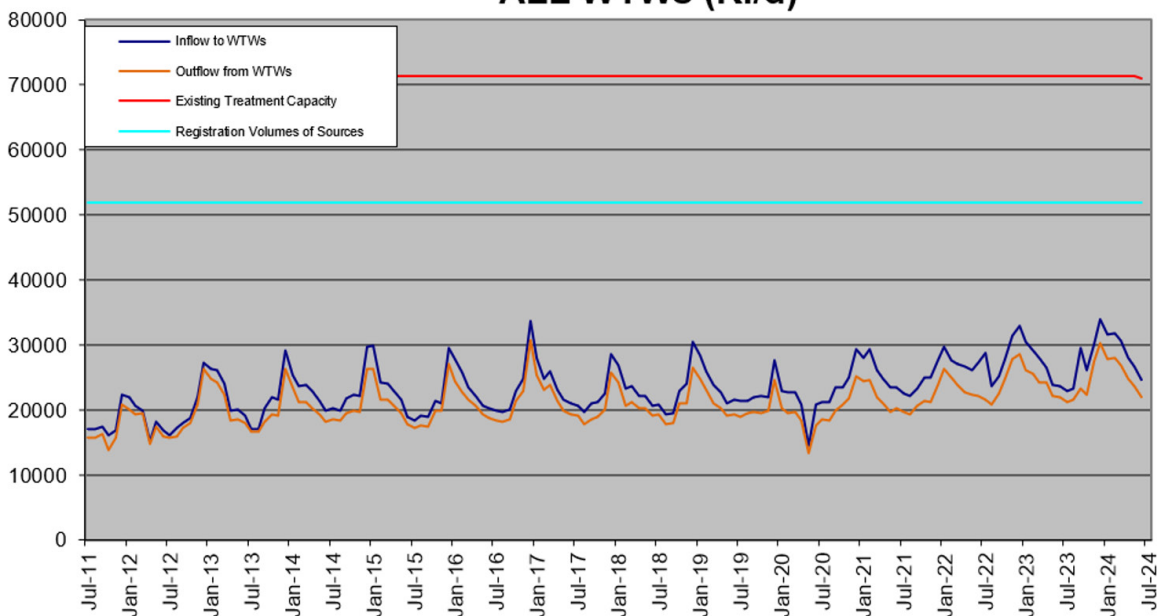
5. Please elaborate on the testing process – is it done in-house or by an external service provider?

A: The municipality has a fully equipped laboratory at the Hartenbos Wastewater treatment works, there are three employees who are analysts and perform the testing as well as a sampler that collects samples. The tests are done at various points in the networks and on a yearly basis, we outsource the process to an independent service provider who submits their tests, and these are also submitted to the Department of Water and Sanitation.

The following graphic indicates the water supply network of Mossel Bay and its various capacities.



ALL WTWs (KI/d)



Securing the municipal logo – an emblem of trust, accountability, and community pride.

At the open municipal council meeting of 29 May 2025, an item served before Council regarding the trademarking of the Mossel Bay municipal logo.

As no record of a registered municipal logo exists for the municipality, an application for trademarking the municipal logo was initiated in December 2023. A notice of acceptance was issued on 3 April 2025. This notice will be published in the patent journal with a three-month opposition period before the final registration. Once the trademark is registered, the municipality is issued with a registration certificate which is valid for 10 years, whereafter it must be renewed.

Trademarking a logo is essential because it legally protects your company or organisation's unique visual identity, from design to usage, by granting you the exclusive right to display and control it. In South Africa, registering your trademark through the Companies and Intellectual Property Commission (CIPC) formalizes this protection under the Trademarks Act, 1993. This process not only secures your logo from unauthorized use but also reinforces its credibility. Without such registration, your brand relies solely on common-law rights, which can be harder to enforce in disputes.

In the local government sphere, the importance of trademarking a logo becomes even more significant. The municipal logo represents much more than a design - it stands as the emblem of Mossel Bay's trust, accountability, and community pride. This proactive approach to protecting this emblem is not merely a legal formality - it is a steadfast commitment to maintaining the legacy and integrity of Mossel Bay for generations to come.

Given that local governments frequently communicate critical information and foster public engagement, a registered logo ensures consistency across all official platforms - from public notices to social media - thereby safeguarding the community's trust. Moreover, adherence to branding guidelines like those established by the South African Local Government Association (SALGA) or Government Communication and Information System (GCIS) plays a crucial role in maintaining a uniform and professional image, while also preventing misrepresentation that could undermine public perception.

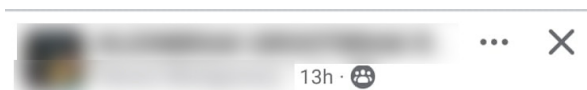
Beyond legal protection and brand consistency, a trademarked logo offers long-term strategic advantages and provides clear legal recourse in cases of infringement or misrepresentation. This legal safeguard is particularly vital in a public sector context, where the logo is intrinsically linked to the public's confidence in their government.



THE MUNICIPAL LOGO – IN A NUTSHELL

The logo powerfully embodies our municipal colours:

- Blue mirrors the vast Indian Ocean and represents our commitment to a clean, thriving environment through effective waste management.
- Orange reflects our abundant sunlight, symbolizing a dynamic tourism strategy and the vibrant spirit that draws visitors to our shores.
- Green signifies our rich agricultural heritage and the lush fynbos landscapes, underlining our commitment to sustainable growth in our community's environment, economy, and overall well-being.



Het jy 'n pragtige foto van Mosselbaai? Deel jou beste een hieronder!



65 comments

This image serves as a practical example of the need to protect the integrity of the municipal logo. This is a false mock-up of the Mossel Bay Municipality logo, created by a local resident and it was shared to a Facebook community page with more than 20 000 followers.

UNDERSTANDING AUXILIARY CHARGES ON ELECTRICITY PURCHASES

If you have an outstanding municipal account and purchase electricity, you may notice that only a portion of your payment goes toward electricity units. This is part of a structured recovery system known as auxiliary charges, which helps residents gradually settle their arrears while still having access to power.

Here's how it works: A percentage of your payment is automatically allocated to reduce your overdue account. The exact percentage depends on how long the debt has been outstanding. For example, if your account falls into the 60-day category, 70% of your electricity purchase will be used to pay off your arrears, and the remaining 30% will be credited as electricity units.

This approach allows you to chip away at any overdue amounts over time, while still maintaining access to essential services. If you're unsure about how this applies to your account or need assistance, our billing office is here to guide you.

Please take note of the following auxiliary changes that will be applicable for the 2025/2026 financial year:

Accounts Debt Age	% Auxiliary Charges
30 days	55%
60 days	70%
90 days	85%
120 days or older	Full block



HELP US FIND YOU FASTER!

At the recent quarterly community safety meeting facilitated by the Mossel Bay Municipality, top management of the local police force indicated that their service delivery in communities is often impacted through addresses not being found due to homes not being numbered adequately. Since community safety forms an integral part of the municipality's GROW strategy and due to the valuable partnership between the municipality and the South African Police Service, a possible solution has been sought.

Therefore, 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 pertaining to 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.



HELP US RECYCLE – It's more than just rubbish

The Mossel Bay Municipality provides 39 free garbage bags to households quarterly. These bags are distributed door to door. Quarterly distribution takes place in February, May, August and November. Free refuse bags are however not available to businesses. At housing complexes or flats, bags are given to management or the caretakers to be issued to the occupants.

Residents are requested to refrain from visiting the municipal yard in Schoeman Street, requesting additional bags over and above their quarterly quota. This is not permitted as it places strain on resources and budgets.

Members of the public are reminded that bags will only be issued from the waste management offices in the following cases - new residents arriving in Mossel Bay after the quarterly distribution has been done; or if by chance, residents have been passed over with the quarterly distribution.

Should residents be new in Mossel Bay or have been passed over during refuse bag distribution, kindly contact Sanele Mbayisa (044 606-5143 or smbayisa@mosselbay.gov.za) or visit the offices of the waste management department, Plaza Aquada, 55 Marsh Street, Floor 6 - room 102.

In a country that generates over 122 million tonnes of waste every year, South Africans recycle only 10%.

From the over 330,000 tonnes of plastic recycled annually—outperforming even Europe—to the R15 billion value our national recycling industry contributes, every item you sort matters.

Behind the scenes, thousands of informal waste collectors work tirelessly, salvaging up to 90% of post-consumer packaging. Their efforts save municipalities millions and uphold the dignity of work.

Recycling isn't just about waste—it's about worth. Mossel Bay Municipality encourages residents to contribute to the municipality's efforts to recycle by using the three-bag system, which calls on residents to assist in the correct and effective segregation of refuse.

For this purpose, free refuse bags for specific waste, are allocated as follows:

Green bags = garden waste only (13)

Blue bags = all recyclable garbage (13)

Black bags = all non-recyclable household waste (13)

Additional blue bags may be requested from the waste management department, in an effort to encourage residents to aid in the municipality's recycling efforts. However, residents requiring more black (non-recyclable household waste) or green (garden waste) refuse bags are encouraged to purchase them.



FROM RISK TO RELIEF

Members of the public are reminded not to place any hazardous household waste, such as syringes, in black, blue or green bags. This can be done at the open days for the disposal of hazardous household waste offered by the municipality. This is a free service offered to the public and **the list of items accepted includes** e-waste; motor oil, oil filters, brake fluid and used antifreeze; paint, paint thinner and turpentine; pesticides or herbicides; household batteries; CRTs, old television sets and miscellaneous electronics; tyres; and fluorescent tubes and globes. **The following will not be accepted:** explosives; ammunition; radioactive materials; and controlled substances.

During the open days in June, almost 130 residents disposed of their hazardous waste at the various municipal venues provided.

Our next cycle of Hazardous Household Waste Open Days will be held in September. Mark your calendars for the following dates and locations:

Dana Bay Community Hall: 25 September 2025
Mossel Bay Town Hall: 26 September 2025
Great Brak Municipal Offices: 29 September 2025
The drop off time is from 08:30 to 14:00.

ASBESTOS REMOVAL - SAFELY AND LEGALLY

Asbestos is a hazardous material linked to serious health conditions such as mesothelioma, lung cancer, and asbestosis. Although banned in South Africa since 2008, many older buildings still contain asbestos in roofing, insulation, and piping. Improper handling or disturbance of these materials can release dangerous fibres into the air, posing risks to workers and the public.

To mitigate these risks, the Asbestos Abatement Regulations of 2020 require property owners and employers to:

- Identify and assess asbestos-containing materials (ACMs)
- Develop an asbestos inventory and management plan
- Use only registered contractors for removal
- Follow strict safety and disposal protocols

DEADLINE FOR REMOVAL

There is no universal cut-off date for complete asbestos removal. However, South Africa's National Asbestos Management Strategy aims for an asbestos risk-free environment by 2030.

Additionally, building owners were required to complete an asbestos assessment and inventory by 31 May 2022. While this deadline has passed, assessments can still be conducted, and removal should be planned responsibly within each owner's timeframe.

Letting the Mossel Bay Municipality or accredited experts handle asbestos removal ensures the job is done safely, legally, and with full accountability.

The Mossel Bay Municipality offers a service to residents for the safe removal of asbestos at very competitive pre-determined rates.

WHY YOU SHOULD LEAVE IT TO THE EXPERTS

Attempting to remove or dump asbestos illegally is not only dangerous — it's a violation of environmental and health laws. Certified professional and municipalities ensure:

- use of specialised equipment and containment methods to prevent fibre release
- safe transport and disposal at authorised hazardous waste sites
- legal compliance and documentation, including clearance certificates
- the protection of workers, residents, and the environment from long-term exposure risks

Members of the public can bring asbestos to the open days for hazardous household waste removal, depending on the quantity.

The following rates are applicable for the 2025/2026 financial year:

- Wheelbarrow – R575
- Light delivery vehicle – R 1150
- Light delivery vehicle with trailer – R2300

Another alternative option for removal is contacting the municipality for an on site inspection. Send a request to admin@mosselbay.gov.za (for attention Feligo Keys); fkeys@mosselbay.gov.za or call 044 606 5281.

During the inspection the weight is determined and documented. The amount for removal (R90 per kg) is then calculated per kilogram and payment is made at the municipal offices. Upon proof of payment, arrangements for removal are made.



NEED TO GET IN TOUCH WITH US?

Mossel Bay Municipality operates a nodal administration system known as Collaborator. All communication submitted through official channels (e.g. admin@mosselbay.gov.za) and entered into this system is automatically assigned a reference number. These reference numbers form part of a permanent digital record - once issued, they're here to stay!

Why is this important?

Each record is linked to the responsible official's performance management process. This means requests are time-sensitive and monitored. If not addressed within the prescribed timeframe, follow-up procedures apply. Every communication has a traceable history - a verifiable paper trail that helps ensure accountability and prompt service delivery.

PLEASE TAKE NOTE:

Upon receipt of correspondence, the system automatically creates a reference number. If you contact us through an official channel and receive no reference number – we have not received your correspondence. If you need to contact us regarding an urgent matter, please rather call us on 044 606 5000 (municipal switchboard and after hours Call Centre). Also remember - emails are first received by our Records Department and then routed to the relevant official. As a result, responses may take up to five business days.

Reminder – see the CONTACTS page for a reminder on how to place a service delivery request.





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

- Facebook - <https://www.facebook.com/mosselbaymun/>
- WhatsApp Channel - <https://whatsapp.com/channel/0029VaObfDbBadmjxmERb0d>
- Municipal YouTube Channel - www.youtube.com/@mosselbaymunicipality7796