



Mossel Bay
MUNICIPALITY

MOSSSEL BAY | HARTENBOS | GREAT BRAK RIVER | HERBERTSDALE



Newsletter

MUNICIPAL NEWSLETTER



APRIL 2023

ENERGY CRISIS STILL A HOT TOPIC



With the season changing to winter, the disruption to daily life caused by loadshedding is still top of mind. The Mossel Bay Municipality is making a concerted and focused effort on seeking solutions towards creating energy sustainability.

THE FOLLOWING SERVES TO BE HIGHLIGHTED:

ENERGY SUSTAINABILITY – THE BIGGER PICTURE FOR MOSSEL BAY

One of the initiatives is a planned 30 MW Solar Farm at Mossdustria, where 22-hectare land is available and the required environmental impact studies have been dealt with. This proposed plant is given priority and a decision by the authorities is expected by February 2024.

To enable the transmission of electricity from this solar plant to the municipal grid, a 66 KV line is being upgraded from Mossdustria to the Ockert Bothma Substation.

Mossel Bay also forms part of the MER initiative that is spearheaded by the Department of Economic Development and Tourism's (DEDAT) Green Economy Chief Directorate and supported by the combined efforts of the Department of Local Government (DLG), Provincial Treasury (PT) the Department of Environmental Affairs and Development Planning.

There are several other initiatives in the planning, such as the micro power generation from the Ernest Robertson Dam, and the revival of the Great Brak River hydropower station, to name but a few.

These initiatives and the ensuing energy sustainability will attract industry to Mossel Bay, making us attractive for economic development and ensuring job creation.

ENERGY SUSTAINABILITY – WHAT MOSSEL BAY IS PLANNING

- The installation of solar panels and batteries for storage at the Thusong Centre, valued at about R500,000 in the 2023/24 financial year. This will provide between 10-20 kW.

- The medium-term projects include the installation of mini-grids at several of the critical municipal infrastructure such as the water and wastewater plants, funded from the 2023/24 & 2024/25 capital programmes.
- These are Hybrid PV solar systems (1MVA) with battery storage. The tender process will commence immediately once the draft budget is approved in March 2023.
- Potential sites under consideration for these Hybrid PV solar systems (1MVA) with battery storage include Hartenbos Regional Wastewater Treatment Works (where approximately 14 hectares of municipal land is available for a solar farm), the Midbrak Waste Water Treatment Works (with approximately 5 hectares) the Klein Brak Water Treatment Works (where a one-hectare portion is available, with more land belonging to MBM, SANRAL, and Province), and the Great Brak Substation site on Erf 199, (approximately 1 hectare is available).
- The estimated cost is R35-R40 million per installation. Element Consulting Engineers were appointed on 3 March 2023 and the business case will be submitted by the end of March 2023.
- Tender document scheduled to be completed by May 2023.
- In the long term, and to enable the municipality to obtain 30 MW of electricity from independent power producers (IPPs) a request for proposal not limited to solar energy is being prepared. The agreement will also assist with the reticulation of energy to other areas. The invitation to tender was published on Friday, 21 April in the Mossel Bay Advertiser and the full document is available at www.mosselbay.gov.za.

ENERGY SUSTAINABILITY – WHAT MOSSEL BAY IS DOING

- Mossel Bay Municipality has initiated several projects to address the sustainable supply of energy to the greater municipal area.
- Completed all the foundational energy studies such as the cost of supply study and the EMP study
- Demand side management with approximately 9 000 geyser control units fitted and implemented at residential homes
- Energy efficiency projects include pump stations & streetlighting fitted with energy-efficient alternative sources
- Approximately 1 900 solar water heaters have been installed at housing projects with funding from the DMRE.
- 30 kVA Solar installation with battery backup at the Infrastructure Services offices
- Completed solar streetlighting at ablutions in the informal settlements to improve community safety
- Installed solar power supply for traffic intersection along Louis Fourie Road / Langeberg Mall - other traffic intersections have UPS back-up.

One of the current short-term projects is the procurement of four emergency standby generators to maintain critical municipal infrastructure such as water reticulation that impacts community health. This follows a donation by the Western Cape provincial government to ensure sustainable service delivery. The municipality is in the process of procuring three 650 kVA generators, and a 500 kVA generator for which we have received R4,347,826 from the Western Cape Provincial Government.

GENERATORS – NOISE POLLUTION

For many residents, the use of a generator has become their default emergency power supply. However, cognisance must be taken that this could cause problems in itself.

The use of generators must comply with the Western Cape Noise Control Regulations of 2013. The Provincial Noise Control Regulations state that when anyone is affected by a noise nuisance caused by standby generators, the local municipality must be notified in the form of a sworn affidavit. Once the affidavit is received, the municipality will investigate the merit of the alleged nuisance. Depending on the severity of the noise, legal steps may be constituted against such an offender.

It is advisable to consult with neighbours before installing a generator. Users are also urged to please take extra care in soundproofing their units in order to curb noise pollution.

Regulation 5 of the above mentioned Noise Control Regulations is applicable when the generator is operated from a residential property and states: "... A person may not use a pool pump, irrigation pump, refrigeration unit,

or any heating, ventilation or air-conditioning equipment, or any similar device, in a residential area if the noise on the property projection plane exceeds 50 dBA or exceeds the residual noise level by more than 5 dBA ..."

For the use of generators on commercial properties the rating level, in terms of SANS 10328 is applicable.

It is the responsibility of the owner and/or user to ensure that noise is limited to noise levels that comply with these limitations, by means of suitable sound proofing, where necessary. These measures could include installing a 'quiet generator box' or silencer pipe.

Always consult with an expert, like an electrician, before installing your generator.

When installing generators, it is important to note the two main differences between a back-up generator (portable) and standby generators (fixed installation).

Firstly, backup generators are independently run and are not installed or connected to the home electrical system. Therefore, during power interruptions, the generator would need to be started manually.

Standby generators (or fixed installations) refer to those that require installation that is directly linked to the main switch board, and automatically switches on during power interruptions.

According to the SANS, this installation should be undertaken by a qualified electrician and a certificate of electrical compliance (COC) be issued.

Alternative sources for diesel generators, which do not cause disturbing noises, include inverters, UPS systems or solar panels.

The control of noise in the Western Cape is governed under section 25 of the ECA as The Western Cape Noise Control Regulations (PN 200 of 2013).

•Download the Regulation:

<https://archive.opengazettes.org.za/archive/ZA-WC/2013/provincial-gazette-ZA-WC-no-7141-dated-2013-06-20.pdf>

Definitions:

"disturbing noise" means a noise, excluding the unamplified human voice, which—

- exceeds the rating level by 7 dBA;
- exceeds the residual noise level where the residual noise level is higher than the rating level;
- exceeds the residual noise level by 3 dBA where the residual noise level is lower than the rating level; or
- in the case of a low-frequency noise, exceeds the level specified in Annex B of SANS 10103;

"noise nuisance" means any sound which impairs or may impair the convenience or peace of a reasonable person

CHANGE OF BANK – HAVE YOU UPDATED YOUR DETAILS?

The Mossel Bay Municipality now banks with Standard Bank. The former Nedbank account was closed on 28 February. Residents are reminded to make sure that they have updated their banking details in order to pay municipal accounts



The Mossel Bay Municipality now uses Standard Bank as its primary banker. Municipal account holders are reminded:

- The municipality's Nedbank account **WILL BE CLOSED on 28 February 2023**
- To pay your municipal account, **DELETE** the Nedbank public beneficiary and create a **NEW** Standard Bank public beneficiary to pay your municipal account

Should you encounter any issues in creating a public beneficiary, **CONTACT YOUR BANK** for tailormade assistance.



TAP THE APP

Amid exponential technological advancement in the past decade, residents demand integrated, user-friendly and cost-effective solutions to engage their municipalities at their fingertips and in an unaffected manner.

The Mossel Bay Municipality's Collab Citizen App intended at taking users to a new level of engagement, considering so much more than the basic service delivery.

The Collab Citizen App is available on Google Play Store and iPhone App Store.

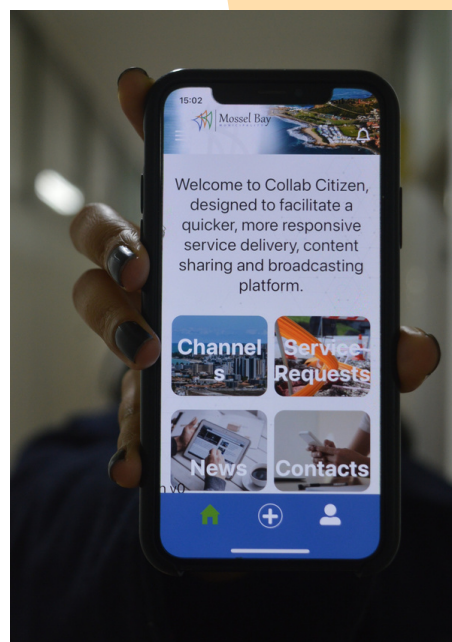
Key features are:

- the **identification of interest type feature** directs the user to group specific services or information.
- **service types** featured allow the user to request for services or report problems. This includes the options electricity, refuse, building control, roads, sewerage, water, parks, law enforcement and accounts
- the **contact directory** enables engagement with the Municipality through multiple communication channels (telephone, email, website, social media). Emergency numbers are also listed.
- a platform to publish factual current news – including newsletters and other relevant, noteworthy information.
- push notifications are sent to users' devices as a broadcast platform

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- push notifications are sent to users' devices as a broadcast platform
- viewing access of and payment platform for accounts. Rolled out in phases

It is envisaged that the Collab Citizen App will be developed in three phases, which will each offer new features.

See attached graphic for easy steps to download the app.



- See attached graphic for easy steps to download the app

TAP THE APP
COLLAB CITIZEN IS THE ANSWER TO ALL YOUR QUESTIONS!

INSTALL THE APP & REGISTER
Install the Collab Citizen app from Google Play, Huawei AppGallery, or Apple App Store. Once you have installed the app onto your smartphone you can register to make use of the app.

SIGN IN
Once you are registered you can use your details to sign into the app anytime you want.

REQUEST SERVICE
You can use the app to log a service request (e.g. burst water pipe, pothole, streetlight out of order, etc.) by clicking the Service Request Tile. Private Service Requests such as 'Account Enquiries' will not be visible to the public.

GET NEWS
By clicking the News Item Tile, you will be able to read news published by the Channel (Municipality). You will receive news published by the Channel (Municipality) you subscribed to, based on your Interest Types. You will be able to share these news updates. You will also be able to like or dislike an article.

HAVE ACCESS TO MUNICIPAL ACCOUNT
When you click on the Accounts Tile, you will be able to choose the Channel (Municipality) you would like to receive your account statement from.

DOWNLOAD THE COLLAB CITIZEN APP
GET IT ON Google Play
EXPLORE IT ON AppGallery
Available on the App Store

CLIENT SERVICE CHARTER - GET YOURS NOW!

The Mossel Bay Municipality took delivery of 60 000 units of the Client Service Charter. This handy to use booklet, contains useful numbers and other information to ensure that residents have a great experience dealing with the municipality and moreover, receive the service standard they are entitled to. These booklets are available at libraries within the greater Mossel Bay and municipal offices.

For more information, contact the municipality 044 606 5000 or send email to the Senior Marketing and Communications Officer (ccarstens@mosselbay.gov.za)



ENVIRONMENTAL MATTERS – BEETLE CONCERNS

Environmentalists are very concerned about the Polyphagous Shot Hole Borer, posing a real threat to indigenous trees in South Africa.

These beetles are approximately 2mm long and are native to Southeast Asia.

The PSHB along with its fungus has caused tremendous damage to the trees in the United States and regions in the Middle East. It has been discovered in Sandton, Johannesburg. Its discovery is particularly concerning because Johannesburg is believed to be one of the world's largest urban forests with over 10 million trees. Furthermore, judging by the number of trees the beetle has killed in Johannesburg as well as Knysna, this beetle could potentially be one of South Africa's largest ecological tragedies.

The beetle is currently infesting over 200 tree species from 28 plant families worldwide. The beetle itself doesn't kill the tree; rather it is the fungus that accompanies the beetle. The fungus targets the trees vascular system inhibiting the flow of water and nutrients within the tree.

Unfortunately, the beetles are too small to detect. However, the infected trees are quite easily identified. The symptoms of infected trees vary between species, but there are many signs that show when a tree is infected.

This includes:

- Dead branches
- Exit/Entry holes on the bark of the trees
- Shotgun-like lesions on the bark at entry/exit holes.
- Sugar volcanoes on the bark at entry/exit holes.
- Blotches of oozing resin on the bark at entry/exit holes.
- Wood frass (wooden powder) on the bark at entry/exit holes.

It is difficult to list all of the tree species infected, but some of the important commercial crops that are susceptible to the Shot Hole Borer beetle are:

Avocado
Pecan
Peach
Orange
Grapevine.

So far, no remedy has been discovered and insecticides are ineffective against the PSHB because the beetles drill deep into the wood. However, the only form of resistance against the beetles is for us to cut down and burn the wood to prevent the spread of these beetles. Cautionary procedures should be taken when transporting or handling plants and trees.

Sources:


<https://greenpop.org/polyphagous-shot-hole-borer/>

<https://botanicalgarden.org.za/the-polyphagous-shot-hole-borer-pshb-in-south-africa/>






REPORT PROBLEMS



Mossel Bay Municipality appeals to residents to immediately report service delivery problems.



The following channels are available:

- 044 606 5000 - 24h
- 44802 - SMS-line (normal tariffs apply)
- admin@mosselbay.gov.za (ideal for attaching photo's, etc.)

EMERGENCY COMPLAINTS
(e.g. vehicle collisions)

- 044 606 5121
- 044 606 5107
- 044 691 3722

ETHICS & FRAUD HOTLINE

Mossel Bay Municipality anti-fraud hotline

- 0800 333 466 (24h)
- mbm@behonest.co.za
- 49017 - SMS (normal tariffs apply)
- www.behonest.co.za - website/ "chat"

Please visit The Mossel Bay Municipality Website: www.mosselbay.gov.za

The municipal social media page is not continuously monitored and service delivery complaints uploaded there by the public may not be immediately noted. The municipality responds as quickly as possible to any complaints.