

# EXPRESS

EDITION 102 - SEPTEMBER/OCTOBER 2022



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## **LET YOUR WORK BE OUR NEXT COVER PHOTO.**

Your photo/art could possibly be featured on the cover of the Express! Simply submit your photo (max 4 MB) highlighting the beauty of the area to [communications@langeberg.gov.za](mailto:communications@langeberg.gov.za) and we will be in contact with you.



## MAYOR REJECTS ESKOM'S PROPOSED ELECTRICITY PRICE INCREASE

Langeberg Municipal Executive Mayor, Ald. Schalk van Eeden calls on the National Energy Regulator of South Africa (NERSA) to reject Eskom's proposal to increase the electricity tariff by 32% from next year.

Mayor van Eeden said that the proposed increase on Eskom's electricity tariff is substantially above the inflation rate and will be unreasonable to expect from our residents who are already crippling under the rising costs of living. Such a substantial increase will be unaffordable and have a detrimental effect on our local economy and our communities.

The Langeberg Municipality are fully reliant on buying electricity from Eskom and then distribute it to households and businesses.

The price of electricity has risen more than 500% over the past 16 years, far exceeding inflation over the time. Yet, this drastic price increases come at a time where Eskom has become less able to supply our country with electricity. A rise in the ongoing load-shedding recorded over the past year, makes it evident that Eskom has not shown any meaningful progress in addressing their problems, as the security of our electricity supply has grown less reliable.

Economic growth is related to electricity prices and supply. We are already experiencing major losses to our economy each day that we experience load-shedding.

This proposed price increase will further add to the negative strain on our economic growth and devastate households living hand-to-mouth.

- Cost of business and factory operations rise
- Cost of products and services rise
- Job losses
- Any rise in Eskom's electricity tariffs will have an impact on municipal tariffs and finances
- Food and everyday living costs will increase

"We have been looking into acceptable solutions to address the challenge of electricity supply in the Langeberg Municipal area. We are in the process to draft guidelines on the installation of alternative energy sources and will fast track this process even further to present our residents with an alternative means of electricity supply," says van Eeden.

"We urge the presidency to issue a blanket section 34 determination for municipalities, to allow us to buy, generate, distribute, sell and store energy. We would also like to encourage an incentivised investment system that makes rooftop solar installations easier and cheaper for homeowners and businesses. This will go a long way to ease the demand placed on both Eskom generation and municipal distribution. We have seen this to be successful in other countries. It is also crucial that Eskom's tender processes allow more players into the electricity supply industry to help boost supply instead of resorting to increasing the electricity prices."



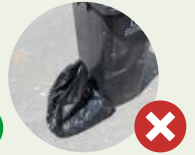


# HANDY GUIDELINES FOR REFUSE BIN USERS

THE WHEELIE BIN IS DESIGNED TO MAKE HOUSEHOLD WASTE AND REFUSE DISPOSAL EASY AND EFFICIENT.

1

Place your sealed waste in the bin. Not next to it.



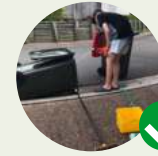
2

Do not overfill or overload. The lid must be closed completely.



3

Wash and disinfect the bin regularly.  
Store bin in a cool dry place out of the sun.



4

Keep safe and secure at all times. If stolen or damaged the bin will be replaced at a cost. Report theft to the police and retain the case number



5

Place the bin on the pavement from 08:00 on the day of the weekly collection, including public holidays.



6

Do not put builders' rubble, stones, rocks, sand, oil, metal (eg engine parts) or medical or hazardous waste and liquids in the bin. Sort and separate excess garden refuse, builders' rubble and/or any other material not suitable for bins, and take them to the nearest municipal refuse drop-off facility for free disposal. These items damage the working parts of the collected refuse compacting system.



**BINS REMAIN THE PROPERTY OF LANGEBERG MUNICIPALITY AND ARE ALLOCATED TO RESIDENTIAL PROPERTIES FOR THEIR ENTIRE LIFE SPAN AS REFUSE CONTAINERS.**

**REDUCE. RE-USE. STOP LITTERING.**

# THE IMPACT OF ESKOM LOADSHEDDING ON MUNICIPAL SERVICE DELIVERY

The implementation of loadshedding at higher stages impact the day-to-day operation of delivering quality services to our communities. Langeberg Municipality asks that the public please bear with us and assist us as far as possible. The following municipal services are affected:



## CUSTOMER CARE CALL CENTRE

With loadshedding the landlines to the call centre are down. Send your requests via WhatsApp: 0652117822 or Call: 0610056381 or Email: [complaints@langeberg.gov.za](mailto:complaints@langeberg.gov.za).



## WATER DISTRIBUTION

Interrupted electricity supply strains the ability for water to be pumped to reservoirs. This can result in low to no water pressure.



## WASTE WATER TREATMENT WORKS

Pump stations run on electricity. Interrupted electricity supply increase the risk of sewer spillage.



## FURTHER ELECTRICITY DISRUPTIONS

When a stage of loadshedding ends other complications such as cable theft, damage or faults to electricity infrastructure or nuisance tripping could result in even further downtime.



## MUNICIPAL & TRAFFIC OFFICES

During loadshedding the municipal offices can only offer limited administrative services. Traffic offices are also unable to conduct vehicle testing and administrative services. Please reschedule appointments.



## WE NEED YOUR HELP

Please use water sparingly and switch off electrical appliances to avoid nuisance tripping. The Langeberg Municipality ask residents to be patient with these service delivery issues during loadshedding.

**LOADSHEDDING SCHEDULE  
FOR YOUR TOWN**

**ASHTON, BONNIEVALE,  
MONTAGY & ROBERTSON**

**McGREGOR**

# IF YOU ACT QUICKLY, THERE IS HOPE AFTER A STROKE



There are no guarantees in life, says a stroke survivor from Paarl, but, if you get help quickly, you have a fighting chance. The Western Cape Government Health urge residents to take precautions to prevent a stroke, to urgently get medical help if they experience symptoms and to work with healthcare workers in the journey to recovery.

Urgently go to your nearest hospital's Emergency Centre, or call for an ambulance at 10177 if you experience signs that could indicate you are having a stroke:

- A sudden, severe headache or dizziness
- A loss of balance
- Difficulty speaking clearly
- Sudden weakness in an arm or leg
- Your face drooping on one side
- Blurry vision

According to the Heart and Stroke Foundation of South Africa, someone has a stroke every ten hours. The sooner you get medical intervention, the better your chances of recovery, as a stroke can be disabling or even cost your life.

Anyone can have a stroke, but some factors make you more vulnerable to experiencing a stroke. Your risk of a stroke increase as you age, and your stroke risk is also greater if you experienced a stroke in the past. If someone in your family had a stroke, your risk for a stroke, is higher. If there is a family history of some forms of high cholesterol, blood pressure, abnormal heart rhythm or clotting disorders, you have a greater risk of a stroke.

The Heart & Stroke Foundation also warns that if you experience high levels of stress, anxiety, or depression, you have an increased risk of heart diseases or strokes.

However, there are ways you can reduce your risk of having a stroke! Make lifestyle changes:

- Eat as healthily as possible and get regular exercise. Regular exercise is not only good to help you maintain a healthy body weight, but also to help you cope with stress and anxiety.
- Always take your medication as prescribed.
- Reduce your intake of alcohol and put down your cigarette for good.
- Talk to a healthcare worker if you are concerned about your mental health. The Western Cape Department of Health has a range of healthcare workers who can support you. Visit your nearest clinic.

Dr Rushaan Gaffoor (a Clinical Manager for Western Cape Government Health in the Drakenstein) says patients hold important keys to their health and well-being: a patient who takes their medication as prescribed, who lives a healthy lifestyle and who visits healthcare facilities for appointments and follow-ups, position themselves to be as healthy as possible. When recovering, it is as important to follow healthcare workers' guidance. "Empower yourselves by talking to your healthcare worker so that you understand conditions you may have, as well as medication you take. This is how you take responsibility for your health," says Gaffoor.



# INSTALLING ALTERNATIVE ENERGY ELECTRICAL SYSTEMS IN LANGEBERG

Langeberg Municipality supports the installation of private Alternative Energy equipment, particularly Rooftop Photovoltaic (PV) Systems.

## WHAT IS A SOLAR PV SYSTEM?

Solar photovoltaic (PV) systems, or solar power systems, are renewable energy systems that convert sunlight into electricity. The electricity generated can be stored in batteries, used directly, or fed back into the electrical grid. Solar PV works well for a wide range of residential, industrial, commercial and agricultural applications; it is considered clean energy as no fossil fuel is required to generate the electricity.

Homes or businesses that have on site renewable energy generation, will benefit from lower electricity costs, and will contribute to a more secure and sustainable future.



## WHAT IS ALTERNATIVE ENERGY EQUIPMENT?

Any device or equipment that are able to supply Electricity to an installation or part of an installation either when the Municipal supply is present or not.

This includes all types of Solar PV installations / back up standby generators and back up uninterruptable power systems (UPS) systems.



## BEFORE APPROVING THE INSTALLATION AND PURCHASING OF A SYSTEM, THERE ARE KEY POINTS TO CONSIDER:

Before installing a PV system, it makes economic sense to become more electricity-efficient. By doing so, you will reduce the size and cost of the PV system you need. Consider installing an efficient water heater (solar water heater or heat pump), installing efficient lighting and switching to gas for cooking and heating.

Do not proceed with any alternative energy system installation until written authorisation has been granted by Langeberg Municipality following the relevant application. Follow these key points when considering the purchase and installation of an alternative energy - or back up system:

1. Obtain a structural assessment (PV system)
2. No need to submit building plans (PV system)
3. Make use of a reputable installer with references.
4. Determine the type of installation (Grid tied with feedback, grid tied with no feedback, hybrid, Off grid, UPS, Generator.)
5. Submit the application to the Municipality prior to purchase and installation.
6. Do not proceed with the purchase/installation before the installation is not provisionally approved by the Municipality.



## CONNECTING ANY ALTERNATIVE ENERGY SYSTEM WITHOUT APPROVAL IS DANGEROUS, AND ILLEGAL:

1. Illegally connected systems could compromise the safety of your family, municipal staff and the electricity grid.
2. Comply with Municipal and National legislation and regulations.
3. Households may be exposed to the risk of electrical fires and electric shock.
4. The safety and power quality of the electrical grid may be compromised by connections that use the wrong equipment or by adding unplanned generation capacity to a part of the network not designed to carry it.
5. The safety of electricity staff working on the reticulation network could be compromised by the electricity feeding into the grid from illegally connected alternative electrical equipment.
6. A fine and or disconnection of Electricity to the premises may be applied to illegally connected systems.



For more information regarding the application process of alternative energy please contact Cobus Opperman at [copperman@langeberg.gov.za](mailto:copperman@langeberg.gov.za) / 023 626 8266



# TOURISM ROAD SIGNAGE APPLICATION: A STEP BY STEP GUIDE

All tourism related road signage must comply with the South African Road Traffic Signs Manual in accordance with the National Road Traffic Act, 1996 (Act 93 of 1996). The Tourism Official is the only point of entry in the Langeberg Municipal area for Tourism Road Signage applications.



## CONTACT TOURISM OFFICIAL

Contact Langeberg Municipality's Tourism Official who will explain the application process and provide the necessary documentation to be completed.



## REQUEST WANTED SIGNAGE

The requested signage must comply with the warrants as set out in the South African Road Traffic Signs Manual. If the requested signage complies with the warrants, a site visit will be arranged.



## COMPLETE APPLICATION FORMS

During the site visit the Tourism Official will go through the application forms and explain what is needed from the applicant.



## PAY APPLICATION FEE

The applicable application fee must be paid to Langeberg Municipality and the receipt attached to the completed application in order for application to be processed.



## SUBMIT APPLICATION

The completed application must then be submitted to the Tourism Official to ensure that the application is complete and correct. Copies of the necessary documentation to be attached.



## APPLICATION REVIEW

After submission the application is reviewed by the Town Planning Department: Langeberg Municipality in order to be submitted to the Regional Tourism Liaison Committee (RTLCL).

## PLEASE NOTE THE FOLLOWING:

If the application complies with all the warrants and is signed off by the Town Planning Department: Langeberg Municipality, then only is it submitted to the Regional Tourism Liaison Committee (RTLCL) where it is discussed and approved/rejected. These meetings are held every second month and are attended by the Tourism Official.

- The Provincial Roads Engineer will inform the applicant of the outcome in writing. If approved, the Provincial Roads Engineer will provide the exact specifications for the signage and the list of accredited manufactures.
- Signs may only be manufactured by an accredited manufacturer and may also only include the symbol/s which have been approved.
- Signs that do not conform to the specified designs will not be erected.
- All costs are for the applicant.
- Unauthorized advertisements or "illegal" tourism road signage, applicable to a specific property, will negatively affect an application.

To apply for Tourism Road Signage or any enquiries contact Ms. Arzalia Wantza at 023 626 8276 or via e-mail to [AWantza@langeberg.gov.za](mailto:AWantza@langeberg.gov.za)







Hanna Plaatjies from Nkqubela, Robertson made use of the train's Eye Clinic services and received her first pair of glasses.

## PHELOPHEPA TRAIN BRINGS HEALTH SERVICES TO LANGEBERG RESIDENTS

The Transnet Phelophepa Health Care Train stopped in Ashton from 05 to 16 September 2022 to provide a range of medical and related services to thousands in the Langeberg Municipal area.

During the train's visit, 2907 people visited the train and were assisted. As part of their outreach programme, a total of 1117 adults and learners took part in the psychology workshop.

Services that were offered included the following:

- Primary Health Care
- Dental and Eye Care
- Cancer Screening
- Basic Health Education
- Covid-19 Testing and Vaccination
- Psychology Counselling

Staff members also visited several schools in the Langeberg municipal area and offered the following services:

- Health Diabetic Education
- Health Screening and Education
- Eye Screening
- Dental Health Promotion & Screening
- Covid-19 Vaccinations

The purpose of the Transnet Phelophepa Primary Health Care Train's visit was to provide affordable accessible mobile health care services that support the existing health services in rural and most underprivileged and deserving communities.

### PHELOPHEPA TRAIN BY NUMBERS



**2907**

RESIDENTS BENEFITED FROM HEALTHCARE SERVICES OFFERED AT THE TRAIN.

SERVICES OFFERED INCLUDED:

EYE CLINIC



**990**

HEALTH CARE CLINIC



**1037**

DENTAL CLINIC



**879**



PSYCHOLOGY COUNSELLING WORKSHOPS

**284**  
ADULTS

**833**  
LEARNERS



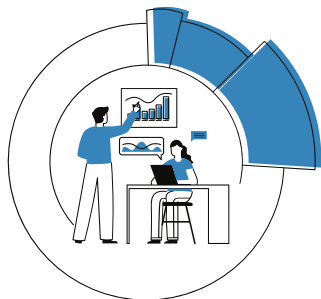
SCHOOL OUTREACH PROGRAMME

- 294 - HEALTH DIABETIC EDUCATION
- 229 - HEALTH SCREENING AND EDUCATION
- 548 - EYE SCREENING
- 1471 - DENTAL HEALTH SCREENING



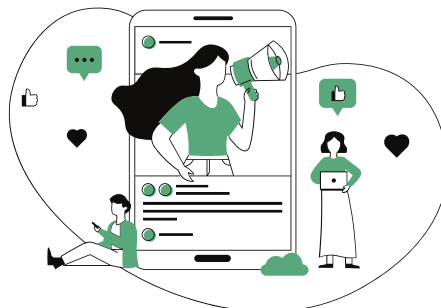
# SPEAK UP!

## 5th Generation Integrated Development Plan



### DEVELOPMENT OF A 5 YEAR IDP

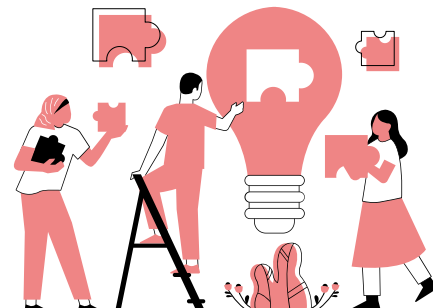
Langeberg Municipality is in the process of developing our 5th Generation Integrated Development Plan (IDP). This strategic document will provide guidance on how the municipality will be of service, and improve the lives of the community of Langeberg Municipality.



### WE WANT TO HEAR FROM YOU

Submit your inputs on the infrastructure and basic service needs in your area.

**The closing date for all inputs are  
Tuesday, 30 November 2022**



### PARTICIPATE IN THE PROCESS

Langeberg Municipality encourages you to actively participate in the affairs of the municipality, by providing us with valuable inputs concerning the needs in your community.

## HOW TO SUBMIT YOUR IDP INPUTS



#### WEBSITE

[www.langeberg.gov.za](http://www.langeberg.gov.za)



#### E-MAIL

[idp@langeberg.gov.za](mailto:idp@langeberg.gov.za)



#### SMS

Reply to any  
Municipal  
Message  
(R1.50 per SMS)



#### SOCIAL MEDIA

Message us on  
Facebook,  
Twitter or  
Instagram.

# SERVICE REQUEST REPORT

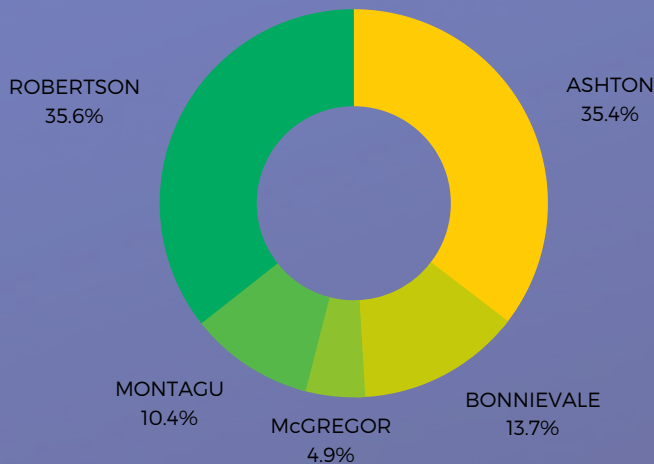
## SEPTEMBER 2022



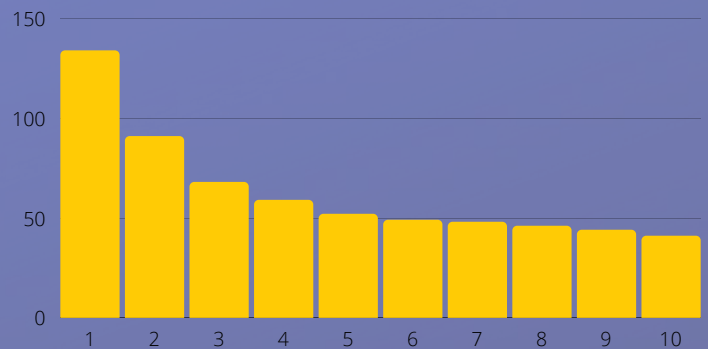
TOTAL NUMBER OF SERVICE REQUESTS/ COMPLAINTS RECEIVED BY THE CALL CENTRE FOR AUGUST 2022

# 2064

### SERVICE REQUESTS/ COMPLAINTS PER TOWN



### TOP REQUESTS/ COMPLAINTS



1. Power Failures: Ward 2, Robertson - 134 Complaints
2. Power Failures: Ward 10, Ashton - 91 Complaints
3. Prepaid Temper Reset: Ward 2, Robertson - 68 Complaints
4. Sewerage Blockages: Ward 3, Robertson - 59 Complaints
5. Eskom Loadshedding: Ward 9, Ashton - 52 Complaints
6. Power Failures: Ward 9, Ashton - 49 Complaints
7. Cable Theft: Ward 10, Ashton - 48 Complaints
8. Sewerage Blockages: Ward 2, Robertson - 46 Complaints
9. Sewerage Blockages: Ward 9, Ashton - 44 Complaints
10. Power Failures: Ward 4, Bonnievale - 41 Complaints

### REPORT YOUR SERVICE COMPLAINTS MELD JOU DIENSKLAGTES/ XELA ISIKHALAZO SAKHO NGENKONZO

#### What type of complaints can be reported?

To speed up service delivery in your ward, the following type of complaints can be reported directly to the call centre:

- Water and Sanitation Services
- Streets and Storm Water
- Electricity Services
- Environmental Services

#### Watter soort klagtes kan aangemeld word?

Om die dienslewering in u afdeling te bespoedig, kan die volgende soort klagtes regstreeks by die inbelsentrum aangemeld word:

- Water and Sanitation Services
- Streets and Storm Water
- Electricity Services
- Environmental Services

#### Loluphi uhlobo lwezikhalazo ezinokuxelwa?

Ukukhawulezisa ukuhanjiswa kweenkonzo kwiwadi yakho, olu hlobo lwezikhalazo lulandelayo lunokuxelwa ngqo kwiziko lotsalela iminxeba:

- linkonzo zaManzi kunye nezeLindle
- Izitalato kunye naManzi Emvula
- linkonzo zoMbane
- linkonzo zokusiNgqongileyo

#### Report your service complaints

The Langeberg Municipality has a 24 hour, seven-day-a-week Emergency and Customer Care Call Centre that has been in operation for more than a decade

#### Meld jou diensklagtes

Die Langeberg-munisipaliteit het 'n 24-uur-noodsentrum vir noodsituasies en klantediens wat langer as 'n dekade in werking is.

#### Xela isikhalazo sakho ngenkonzo

waseLangeberg uneZiko lokuTsalela Iminxeba kaXakeka nelokuKhathalelwa koLuntu elisebenza iiyure ezingama-24, iintsuku ezisixhenxe ngeveki esele lineminyaka engaphezu kweshumi lisebenza.

#### How to report a complaint?

- Call: 0860 88 1111 / 023 615 2219
- WhatsApp: 065 211 7822
- E-mail: complaints@langeberg.gov.za

#### Hoe moet ek 'n klagte aanmeld?

- Skakel: 0860 88 1111 / 023 615 2219
- WhatsApp: 065 211 7822
- E-pos: complaints@langeberg.gov.za

#### Indlela yokuxela isikhalazo?

- Tsalela: 0860 88 1111 / 023 615 2219
- WhatsApp: 065 211 7822
- I-imeyile: complaints@langeberg.gov.za



**DID YOU DOWNLOAD OUR  
EMERGENCY NUMBER  
CONTACT LIST?**



**EMERGENCY NUMBERS**

**LANGEBERG MUNICIPALITY 24/7 CALL CENTRE**  
0860 88 1111 / 023 615 2219

**WHATSAPP: 065 211 7822**

**LANGEBERG'S DEDICATED FIRE LINE:**  
023 615 8911

**LANGEBERG POLICE STATIONS**

- ASHTON - 023 615 8120
- BONNIEVALE - 023 616 8060
- MCGREGOR - 023 625 8000
- MONTAGU - 023 614 8300
- ROBERTSON - 023 626 8340

**HEALTH FACILITIES IN THE LANGEBERG MUNICIPAL AREA**

**HOSPITAL**  
ROBERTSON HOSPITAL - 023 626 8500  
MONTAGU HOSPITAL - 023 614 8100

**CLINICS**  
BERGSG CLINIC, ROBERTSON  
023 626 1035  
NKQUEBELA CLINIC, ROBERTSON - 023 626 6632  
MCGREGOR CLINIC - 023 625 1932  
COGMANSKLOOF CLINIC, ASHTON - 023 615 2252  
ZOLANI CLINIC, ASHTON - 023 814 2705  
HAPPY VALLEY CLINIC, BONNIEVALE - 023 616 2614

**NATIONAL EMERGENCY NUMBERS**

- POLICE - 10111
- AMBULANCE - 10177
- EMERGENCY NUMBER (CELLULAR) - 112

**VELD, CHEMICAL AND MOUNTAIN FIRES (CAPE WINELANDS DISTRICT MUNICIPALITY) CALL CENTRE:**  
021 887 4446

**BUREAU OF MISSING PERSONS**  
021 918 3512 / 3449 / 3452

**POISONS INFORMATION**  
HELPLINE OF THE WESTERN CAPE  
0861 555 777

**MOUNTAIN RESCUE**  
021 948 9900

**COMMUNITY DAY CENTRE**  
MONTAGU COMMUNITY DAY CENTRE (CDC)  
023 614 8200

**DENTAL CLINIC**  
ROBERTSON DENTAL CLINIC  
023 348 8100

**CLINIC AND CDC TIMES:**  
07:30 - 16:00  
(MONDAY - FRIDAY)

**GENDER-BASED VIOLENCE COMMAND CENTRE**  
0800 428 428 or \*120\*7867#

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**12 & OLDER? CLICK HERE TO  
REGISTER FOR COVID-19 VACCINE**

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on Instagram @langebergmunicipality



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065 211 7822

**OR SCAN THE  
QR CODE**



- REQUEST AND REPORT SERVICE DELIVERY ISSUES VIA OUR WHATSAPP LINE
- ACTIVE 24 HOURS, 7 DAYS A WEEK
- FOLLOW UP ON SERVICE DELIVERY COMPLAINTS

**Meet Libby.**

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makes eBooks and Audiobooks easy!



**CLICK HERE TO VIEW  
THE LATEST WATER RESULTS**

### QUERIES OR SUGGESTIONS?

Do you have any suggestions on how we can improve our communication with you? Or, do you perhaps have queries about any of our articles? Please contact Willy-John Gordon at [wgordon@langeberg.gov.za](mailto:wgordon@langeberg.gov.za)

### NAVRAE OF VOORSTELLE?

Het u dalk enige voorstelle oor hoe ons ons kommunikasie met u kan verbeter? Of het u dalk navrae omtrent enige van ons artikels? Kontak Willy-John Gordon by [wgordon@langeberg.gov.za](mailto:wgordon@langeberg.gov.za)

### IMIBUZO OKANYE IINGCEBISO?

Ingaba unazo kusini na iingcebiso malunga nendlela esinokuphucula ngalo unxibelelwano kunye nawe? Okanye, ingaba unemibuzo ethile malunga nelineye lamangaku ethu? Nceda ke uqhagamshelane no-Willy-John Gordon, ku-[wgordon@langeberg.gov.za](mailto:wgordon@langeberg.gov.za)