

APRIL 2026

Bulletin

Official newsletter of the Overstrand Municipality



SNIP, SNIP – AND THERE YOU GO! Celebrating the joyous occasion of the opening of the Hawston Mini Library for the Blind. Pictured at the ribbon-cutting are Ward 8 Councillor Arnie Africa, Francina Philander (Hawston Library), Director: Provincial Library Service Cecilia Sani, Hawston librarian Belinda May, the provincial Minister of Cultural Affairs and Sport, Ricardo MacKenzie, Deputy Mayor Elnora Gillion and Councillor Clinton Lerm.



HAWSTON LIBRARY PROMOTES ACCESS FOR ALL

What a fantastic turnout for the ceremonial ribbon cutting of the Hawston Mini Library for the Blind on 3 March 2026. There was a real feeling of joy and pride in the air.

Ward 8 councillor and Mayco member for Corporate Services, Ald. Arnie Africa, said the value of this mini library is significant. Hawston Library, he said, has always been a library with heart and this new space shows that no one is left behind.

Cecilia Sani, director of Western Cape Library Services, reminded guests that public libraries must serve everyone - including those who are blind or visually impaired, or who face barriers in accessing information.

She thanked the South African Library for the Blind for their partnership, which makes assistive technology, accessible reading material, audiobooks and training available to those who need it most.

Hermanus Library has been part of the Library for the Blind programme since 2022 and already has 95 members who use Envoys or Daisy players. Like Hawston Library, it also has a computer and a reading machine to help users.

In his keynote address, the provincial Minister of Cultural Affairs and Sport, Ricardo MacKenzie, noted that South Africa faces a reading challenge and that the work done by libraries and teachers often goes unseen.



The service they give and the doors they open to someone's future truly matter.

He emphasised that libraries remain safe spaces where children can learn and grow and said the new mini library will make a meaningful difference for people who have not previously been able to access reading in the usual way.

The minister thanked everyone for their commitment and passion, and for making sure this space is welcoming and supportive for all.

ACCOUNTS MUST BE PAID

Overstrand residents are reminded that all municipal accounts remain payable and that consumers are required to make their monthly payments or enter into formal payment arrangements with the Municipality if they are unable to settle their accounts in full.

Consumers who fail to honour their payment obligations should note that credit control measures will continue to be implemented in accordance with municipal policy.

These measures may include restriction of water and debt recovery through auxiliary charges on electricity purchases.

The Overstrand Municipality further warns that interference with contractors performing credit control duties will not be tolerated.

This follows recent incidents in Kleinmond and Gansbaai where residents prevented a contractor from carrying out service restrictions.

Residents were reportedly under the mistaken impression that an agreement had been reached to suspend credit control actions. The Overstrand Municipality wishes to clarify that no such agreement exists, and credit control measures remain in effect.

The Municipality encourages all households who qualify as indigent to apply for assistance.

DAM LEVELS AND WATER STATUS

Your water habits make a difference

The De Bos Dam level stood at 71.7% in mid-March. On the same date last year, levels were at 82.7%. Weekly water usage in Greater Hermanus this week averaged 16,1 Ml/day, up from 14,6 Ml/day the previous week.

Other dam levels across the Overstrand:

- Buffels River Dam (Rooi-Els, Pringle Bay, Betty's Bay): 100%
- Kraaibosch Dam (Gansbaai): 82%
- Pearly Beach Dam: 95%
- Koekemoer Dam (Pearly Beach): 40%, and water restrictions remain in effect in Pearly Beach.

Call for responsible usage

Water is a scarce and valuable resource. Ongoing cooperation is essential to maintain sustainable supply and avoid stricter restrictions. By saving water, we can:

1. Preserve dam and groundwater levels
2. Maintain future availability of water for households, businesses and essential services

Tips for daily water savings:

- Keep showers short
- Turn off taps while brushing teeth or washing dishes
- Run only full loads in washing machines and dishwashers
- Water gardens early morning or late evening
- Repair leaking taps and toilets immediately
- Reuse grey water where possible

Report leaks via the Overstrand Citizen App or call 028 3138111 (available 24/7)



UNDERSTANDING YOUR ELECTRICITY SUPPLY IN OVERSTRAND

Overstrand Municipality is responsible for the distribution and reticulation of electricity in the Greater Hermanus, Hawston, Greater Gansbaai, Kleinmond and Stanford areas. Electricity is purchased from the national grid and then distributed to customers within the municipal supply area. Other areas in the region are supplied directly by Eskom.

As electricity reticulation is a local government responsibility in terms of the Constitution, the Municipality must ensure that electricity is supplied safely, reliably and according to national standards. This includes planning and maintaining the electricity network, ensuring accurate metering and billing, and maintaining service connections to customers.

Most domestic customers in Overstrand use prepaid electricity meters, which require electricity to be purchased upfront. Some existing properties still use credit meters, where electricity usage is billed monthly.

COST OF SUPPLY AND TARIFF STRUCTURE



The Municipality's electricity tariffs are based on a cost of supply (CoS) study, which ensures that all customers, both small and large, pay tariffs that accurately reflect the true cost of supplying electricity to their category of connection.

Indigent customers

Qualifying households continue to receive subsidies for basic charges, capacity charges (up to 30 amps), and free basic electricity, supported by the national Equitable Share Grant. This ensures low-income households maintain access to essential electricity services.

Small customers

Domestic and small business users pay tariffs that reflect the full cost of supply. This includes:

- A **basic charge** covering fixed costs such as metering, billing, revenue collection and customer services
- A **capacity charge** based on the customer's installed or limited connection capacity
- An **energy charge** covering the cost of electricity, losses and surplus requirements

Large customers

These customers are billed using a time-of-use (ToU) tariff, aligned with Eskom's Munciflex structure. This ensures charges reflect usage patterns and encourage efficient electricity consumption.

Residents recently had the opportunity to comment on the proposed electricity tariff adjustments for the 2026/27 financial year as part of the public participation process. Following a court order dated 20 February 2026, municipalities were required to submit their electricity tariff applications to the National Energy Regulator of South Africa (NERSA) by 31 March 2026. The Municipality thanks all residents who participated and provided feedback during this process.

IMPACT ON CUSTOMERS

Once approved, the tariffs will affect customers differently depending on their usage and category. While the energy charge reflects actual consumption, the basic and capacity charges support the maintenance, operation and upgrading of the electricity network, ensuring a safe and reliable supply for everyone. The CoS approach ensures fairness and transparency, and that all customers pay for the true cost of the electricity service provided to them.

Overstrand Municipality remains committed to providing a safe, reliable and sustainable electricity supply while planning for the future and exploring alternative energy options to support the growth and development of the region.

ESKOM OR MUNICIPAL SUPPLY?

Electricity in the Overstrand Municipal area is supplied either by Eskom or by the Overstrand Municipality, depending on the suburb or development. Residents are advised to check which authority is responsible for their area to ensure accurate billing and service queries.

1. Municipal Electricity Supply

Greater Hermanus:

Parts of Fisherhaven (Meerenbosch, Middlevele Reserve, Meerensee, Sandown Bay, Flamingo Bay), Sandbaai, Zwelihle, Mount Pleasant, Westcliff, Hermanus CBD & Industria, Northcliff, Eastcliff, Fernkloof Estate/Village & Golf Course, Voëlklip

Greater Gansbaai:

De Kelders, Gansbaai CBD & Industria, Blompark, Franskraal, Kleinbaai, Romansbaai, Masakhane, Pearly Beach

Kleinmond CBD Area: Kleinmond, Palmiet, Overhills, Proteadorp, Uitbreiding 6

Stanford: Between Die Kop and Stanford Kennels

2. Eskom Electricity Supply

Greater Hermanus:

Hemel-en-Aarde Valley & Estate, biggest part of Onrus (Berghof, Bosplasia, Chanteclair, Kidbrooke, Onrus Manor), Vermont, Hawston, Fisherhaven, Benguela Cove

Gansbaai Area: Baardskeerdersbos, Buffeljags, Die Damme towards Elim and farms

Kleinmond Area: Arabella, Betty's Bay, Pringle Bay, Rooi-Els

Stanford Area:

From Die Kop to De Kelders, Stanhaven to Caledon farms, Stanford Kennels to Hermanus farms

Overstrand residents



Collab Citizen App

USE THE CITIZEN APP TO REPORT AND TRACK SERVICE REQUESTS

We've prepared a comprehensive PDF guide showing step-by-step instructions with pictures, so you can quickly find any feature and make full use of the Overstrand Collab Citizen App.

What's in the PDF:

1. **Download the Collab Citizen App** – search for the green Collab Citizen App icon in your phone's app store.
2. **Register on the app** – ID number is optional for now, but it will be needed when the Account Statement feature is active to verify your account.
3. **Log a service request** – from meter readings to streetlight repairs, potholes and sewer tanker requests; all requests are monitored and assigned 24/7.
4. **Manage addresses** – if an address isn't recognised, the PDF shows how to provide an accurate one. You can save multiple addresses and mark favourites using the Favourites icon.
5. **Read and add comments** – see updates on requests, type comments and attach photos. Our updates appear on the left, your comments on the right.

Make use of the Citizen App and check out this handy guide today to stay informed about your service requests. Click on Overstrand Collab Citizen tab on the municipal website, www.overstrand.gov.za: <https://www.overstrand.gov.za/overstrand-collab-citizen-app/>

