



Daily water supply system status updates: Friday, 21 July 2023 (Afternoon)

Water supply status update by exception (i.e., areas affected due to supply constraint and not service interruption from occasional pipe burst).

Unplanned interruptions

1. UPDATE: water outage in Sharonlea

Sharonlea customers are advised of multiple burst pipes due to high water pressure as the system recovers after the planned Rand Water shutdown. Repairs are complete, and water has been fully opened but some streets are still struggling with water. Technical teams are conducting investigations into why some streets are still experiencing low pressure to no water and will continue with investigations through the weekend.

Water tankers have been dispatched to the sites:

- Sharonlea Primary School
- Rooiels Street
- Sipress Street

Further updates will be provided to customers.

2. Low pressure to no water in Witkoppen, Fourways

Johannesburg Water is aware that customers in Witkoppen are experiencing low pressure to no water. Johannesburg Water's technical teams are investigating the matter. Alternative water supply is being arranged for customers. Water trucks are being sent to Life Fourways Hospital. Further updates will be provided.

3. Update on a burst pipe in Kaalfontein

The pipe that was repaired on Wednesday, 19 July 2023, ruptured last night. The fibre glass pipe is old, and it cracks further during cold weather conditions.

The team is currently organising materials and equipment to replace a longer stretch of the pipeline to avoid further bursts. Adjacent to the burst pipe, there is a sewer pipe; the fittings of the pipe replacement need to be moved about 40 metres from the sewer pipes.

The team will commence with fittings and welding later this afternoon, once all the equipment and fittings are on site. At this stage, there is no estimated time of completion and customers will be updated on the progress as it becomes available.

Sites for water tankers are in the below areas:

- Archerfish Street next to Yarona Shopping Centre

Directors:

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Mr Johan Koekemoer (Financial Director and Executive Director), Mr Phetole Modika, Mr Siphamandla Mnyani, Mr Siyabonga Mthembu, Mrs
Zandile Meeleso, Mr Pholoso Matjele, Mr Kgaile Mogoye, Mr Molate Mashifane, Ms Pamela Mabece, Mr Lunga Bernard

Ms Kethabile Mabe (Company Secretary),

Johannesburg Water SOC Ltd

Registration Number: 2000/029271/30



a world class African city



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- Kaalfontein Ext 1
- Next to ZCC Church
- Halfbeak Street next to Toll Gate Shisanyama
- Kaalfontein Corner Mall

Further updates will be provided to customers.

Planned interruptions

1. **Suburbs affected:** Observatory, Cyrildene, Bruma, Kensington, Bezuidenhout Valley, Lorentville, Betrams

Street names: Various streets

Date: 23 July 2023

Time: 08:00 – 19:00

Impact on customers: No water

Reason for interruption: Repairing of main supply line

2. **Areas affected:** Jabulani reservoir and tower zone

Street names: All streets

Date: 26 July 2023

Time: 08:00 - 18:00

Impact on customers: Customers might be affected by low pressure to no water

Reason for interruption: The newly installed Jabulani reservoir bypass line will be commissioned, and pressure valves set.

3. **Area(s) affected:** Witkoppen, Craigavon and parts of Kengies

Street names: Campbell Road, Cedar Road, Uranium Street, Granite Road, Bushwillow Avenue, Willow Avenue, Elm Avenue, Poplar Place, Jacaranda Avenue, Pine Avenue, Frederick Road and Lombardy Road.

Date: 27 July 2023

Time: 08:00 – 16:00

Impact on customers: No water

Reason for interruption: Tie-in from existing 160mm AC pipe to 110mm UPVC pipe

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Location of water tankers: None

4. Most of Johannesburg Water reservoirs and towers remain stable

Most of Johannesburg Water's reservoirs and towers are stable on Friday, 21 July 2023.

There is slow recovery on specific infrastructure as the entity continues monitoring capacity.

Challenges that continue to impact recovery include load shedding, which disturbs pumping operations. The higher the load shedding stage, the higher the impact.

The status of affected Johannesburg Water infrastructure:

Soweto region

All reservoirs in Soweto have recovered. A burst pipe was located, and teams are in the process of completing repairs. Water is provided to affected communities in high-lying areas of Mofolo North and Mofolo Central through mobile tankers.

Johannesburg Central region

The Brixton reservoir is currently low at 40%, and the outlet is 100% open, while the tower is operating normally. The Hursthill 1 and 2 reservoirs remain critically low. Overnight recovery at Hursthill 2 is affected by water demand.

The capacity within the Berea reservoir has reduced to 21%, while Parktown 2 reservoir has improved to 25%. Both reservoirs are low, and customers are encouraged to use water sparingly.

**Please note that water in the system fluctuates throughout the day as reservoir and tower levels respond to demand patterns according to peak and off-peak periods. Water demand is at its highest during peak, lowest during off peak, and minimum during night flows).*

Residents are encouraged to subscribe on our website, to our SMS notification service for alerts on planned or unplanned service interruptions. Customers are also encouraged to log calls for pipe bursts or leaks. Calls can be logged through our social media platforms or our 24-hour Hotline.

More information can be obtained on:

Twitter: @JHBWater / **Facebook:** Johannesburg Water

Website: <https://www.johannesburgwater.co.za>

Customer service inquiries:

24-hour Hotline: 011 688 1699/ 086 056 2874

SMS line: 45201

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