



## City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall  
65 Ntomi Piliso Street  
Newtown  
Johannesburg

Johannesburg Water  
PO Box 61542  
Marshalltown  
2107

Tel +27(0) 11 688 1400  
Fax +27(0) 11 688 1528

[www.johannesburgwater.co.za](http://www.johannesburgwater.co.za)

### **Daily water supply system status updates: Friday, 21 July 2023 (Morning)**

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 on 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 partially opened so that it does not put pressure on the piping system, which could lead to more bursts.

Water tankers have been dispatched to the sites:

- Sharonlea Primary School
- Rooiels Street
- Sipress Street

Further updates will be provided to customers.

##### **2. Service delivery at Ennerdale Depot impacted by hijacking incidents**

Service delivery activities have been disrupted at Johannesburg Water's Ennerdale Depot. This is due to depot employees embarking on a sit-in strike after two hijackings of Johannesburg Water vehicles took place over the past week. These incidents occurred while employees were on duty in Ennerdale.

This has resulted in staff members downing tools after they cited safety issues relating to the hijackings experienced. This will compromise service delivery as the depot will not be fully operational. Consequently, logged calls for issues such as burst pipes and leaking water meters will take longer to attend to.

#### **Planned interruptions**

- 1. Suburbs affected:** Observatory, Cyrildene, Bruma, Kensington, Bezuidenhout Valley, Lorentzville, 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

#### **Directors:**

Ms Gugulethu Phakathi (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),  
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



## City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall  
65 Ntshavheni Street  
Newtown  
Johannesburg

Johannesburg Water  
PO Box 61542  
Marshalltown  
2107

Tel +27(0) 11 688 1400  
Fax +27(0) 11 688 1528

[www.johannesburgwater.co.za](http://www.johannesburgwater.co.za)

### 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

**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**

##### **Directors:**

Ms Gugulethu Phakathi (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director), 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



## City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall  
65 Ntengi Piliso Street  
Newtown  
Johannesburg

Johannesburg Water  
PO Box 61542  
Marshalltown  
2107

Tel +27(0) 11 688 1400  
Fax +27(0) 11 688 1528

[www.johannesburgwater.co.za](http://www.johannesburgwater.co.za)

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

#### Directors:

Ms Gugulethu Phakathi (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),  
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