



Daily water supply system status updates: Friday, 25 August 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 interruption

1. Orlando East reservoir update

Work has been completed and the reservoir is slowly filling up. While low-lying areas should start getting water supply soon, higher lying areas will still experience low pressure to no water. However, the reservoir will recover steadily throughout the day.

2. Johannesburg Water systems impacted by power dip at Rand Water Zuikerbosch Treatment Plant

Johannesburg Water systems have been affected by a power failure that occurred at Rand Water Zuikerbosch Treatment Plant on Thursday 24 August. This affected the bulk water supplier's total pumping system.

This has resulted in the depletion of the Zwartkopjes, Eikenhof and Palmiet systems, which feed all Johannesburg Water systems. While most of the entity's reservoirs are stable, areas fed by the South Hills tower and the Eagles Nest reservoir will be impacted by low pressure to no water. Pumping was restarted on Thursday; however, some are experiencing low pressure. Rand Water is working with Eskom technicians who are currently working on restoring the plant. There is no estimated time for completion.

3. Suburbs affected: Kensington, Bruma, Malvern, and neighbouring suburbs

Street names: All streets

Start date and time: 22 August 2023 at 07:00

End date and time: 25 August 2023 at 18:00

Reason for interruption: Maintenance of Alexander Park reservoir

Impact on customers: During the maintenance of the reservoir, customers will have water. However, in the event that the cleaning does not go as planned, customers might experience low pressure to no water.

Alternative water supply: In the case of a prolonged water outage, arrangements will be made for alternative water supply.

Planned interruptions

1. Suburbs affected: Bergbron, Florida Glen, Quellerina, Whiteridge

Street names: All streets

Start date and time: 28 August 2023 at 08:00

End date and time: 29 August 2023 at 10:00

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

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Impact on customers: During the dummy run, customers will have water. However, in the event that the dummy run does not go as planned, customers might experience low pressure to no water.

Reason for interruption: Dummy run in preparation for tower maintenance

2. Suburbs Affected: Honeydew Manor, Eagle Canyon

Street Names: Corner Plantation and Forest Avenues

Date: 30 August 2023

Time: 08:30 - 18:00

Impact on customers: No water

Reason for disruption: Tie-in of a new pipe

Water Tankers: Water tankers will be placed at corner Plantation and Forrest Avenues; and corner Forest Oaks and Murfield Avenues in Honeydew (Eagle Canyon Estate)

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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