



City of Johannesburg

Johannesburg Water SOC Ltd

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www.johannesburgwater.co.za

Daily water supply system status updates: Monday, 18 September 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 shutdown

1. Area(s) affected: Winchester Hills, Robertsham, Gillview, and Ridgeway

Street name(s): Various streets

Date: 18 September 2023

Time: 14:00 – 21:00

Impact on customers: No water

Reason for interruption: Repairing a major burst pipe

2. Johannesburg Water systems update

South Hills tower

The tower is supplying normally, and levels have improved and are stable. Residents are urged to continue using water wisely.

Commando System

- **Brixton reservoir:** Critically low and low water pressure to no water is expected in high-lying areas. The outlet will be throttled (flow and pressure to be reduced) to 70% overnight between 21:00 on Monday, 18 September, and 04:00 on Tuesday, 19 September, to build capacity.
- **Brixton tower:** Supplying normally, however, supply will be affected by the low levels in the reservoir.
- **Hursthill 1 reservoir:** Despite attempts to augment the supply, the reservoir is still critically low. The supply zone is anticipated to have low pressure to no water. In order to increase capacity, consumers in low-lying areas are asked to reduce consumption.
- **Hursthill 2 reservoir:** Critically low due to low supply. The outlet will be closed overnight between 21:00 on Monday, 18 September, and 04:00 on Tuesday, 19 September. Low pressure to no water is expected in high-lying areas.
- **Crosby reservoir:** Critically low due to erratic supply and high demand. Poor pressure to no water is expected in certain areas of the supply zone.

Crown Gardens reservoir and towers

Reservoir level is critically low, and the outlet has been opened at 50%; however, poor pressure to no water will be experienced in high-lying areas of the reservoir zone. The water at the towers is low due to low levels at the reservoir. Tower was isolated at 15:00 today to repair a burst. There will be no water in the supply zone while repairs are being completed.

Eagles Nest reservoir

Remains critically low due to poor supply and high demand. Customers in this supply zone should expect low pressure to no water. Customers are requested to reduce consumption to help build capacity.

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



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Alexander Park reservoir

Critically low and on a downward trend due to poor supply and high demand. Poor pressure to no water is expected in high-lying areas, especially during peak times in the mornings and evenings. Customers are requested to reduce consumption.

Linden 1 tower

The tower is empty. Recovery expected overnight. No water is expected in the supply zone.

Quellerina and Waterval towers

Towers are empty due to no supply and high demand. Pumping will resume once reservoir capacity improves.

Midrand systems update

Grand Central reservoir

Critically low due to poor supply and high demand. Poor pressure to no water is expected in the supply zone.

Grand Central tower

Critically low due to low levels at the reservoir. Pumping will resume once the reservoir levels improve. Poor pressure to no water is expected in the supply zone.

Erand reservoir 1 and 2

Both reservoirs are critically low due to high demand and poor supply. Low pressure to no water is expected in the supply zone.

Erand tower

Tower is empty and pumping will resume once the reservoir levels improve. Poor pressure to no water is expected in the supply zone.

President Park reservoir and tower

Critically low due to poor supply and high demand. Low pressure to no water is expected in the supply zone. The tower is empty and on bypass mode. Low pressure to no water is expected in the supply zone.

Berea reservoir

Critically low and on bypass mode. Low pressure to no water expected in high-lying areas and during peak times in the evening.

Alternative water supply has been arranged for the affected customers and will be placed at strategic locations.

1. Area(s) affected: Woodmead Retail Park

Street name(s): All streets

Date: 21 September 2023

Directors:

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Time: 07:00 – 21:00

Impact on customers: No water

Reason for interruption: Tie-in of a new pipe

Location of water tankers: Further details to be provided

2. Area(s) affected: Waverly

Street name(s): Bruce Street, Wallace Street, Burn Street

Date: 27 September 2023

Time: 07:00 – 18:00

Impact on customers: No water

Reason for interruption: Tie-in of a new pipe

Location of water tankers: Further details to be provided

Planned interruption

Suburbs Affected: Craighall, Craighall Park, Parkhurst, parts of Parktown North, parts of Hyde Park, Hurlingham, Hurlingham Gardens, and Dunkeld West.

Street Names: All streets

Start date: 12 September 2023 at 08:00

End date: 22 September 2023 at 15:00

Impact on customers: Possible low pressure to no water. However, no impact is expected.

Reason for disruption: Draining of Dunkeld reservoir for consultants' inspection and reservoir washing.

Residents are requested to observe level-1 water restrictions which are implemented from 1 September to 31 March. These restrictions prohibit the use of hosepipes to water gardens, wash cars, clean driveways, as well as fill up swimming pools and water features between 06:00 and 18:00. Instead, the use of greywater is encouraged. This is to ensure that systems are kept stable throughout the coming months. We urge residents to report any form of vandalism and theft of water infrastructure to 0800 00 25 87.

For more information and logging calls:

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

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

SMS line: 45201

Email: customerserviceemails@jwater.co.za

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