



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

Daily water supply system status updates: Thursday, 14 September 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 shutdown

1. Suburbs affected: Emdeni, Zola, Jabulani, Naledi, Dobsonville extensions 2 and 3, and Dobsonville Gardens

Street names: All streets

Date: 15 September 2023

Time: 08:00 - 20:00

Reason for interruption: Testing of the bypass line to the Zondi reservoir in preparation for reservoir cleaning and maintenance

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. If the dummy run is successful, the maintenance work (reservoir washing) will commence immediately.

Alternative water supply: In the event that the maintenance work does not go as planned, roaming water tankers will be provided.

2. Johannesburg Water systems update

South Hills tower

Despite interventions to augment the supply, there is still no supply pressure on site for pumping. No water is expected in the supply zone. Johannesburg Water is monitoring the tower, and pumping will resume as soon as there is supply.

Commando System

- Brixton reservoir: Slight improvement overnight but remains low. Outlet open at 50%; normal supply pressure is expected in the supply zone, but poor pressure may be experienced during peak demand.
- Brixton tower: Empty due to Brixton reservoir's low levels. Pumping is estimated to resume at 14:00 to allow the recovery of the reservoir.
- Hursthill 1 reservoir: Critically low, despite attempts to augment the supply. Low pressure to no water is expected in the supply zone. Customers in low-lying areas are urged to reduce consumption to help build capacity.
- Hursthill 2 reservoir: Remains low due to high demand. Poor pressure is expected in high-lying areas.
- Crosby reservoir: Remains low but stable due to high demand. Poor pressure to no water is expected in certain areas of the supply zone.
- Parktown reservoir 2: Despite a slight improvement overnight, demand remains high and will affect capacity. Johannesburg Water is monitoring the situation and requests that customers reduce consumption.

Naturena reservoir

The reservoir has improved overnight and is supplying normally. Customers are requested to continue using water sparingly.

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



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Eagles Nest reservoir

Remains critically low due to poor supply and high demand. Customers in this supply zone should expect low water pressure. Customers are requested to reduce consumption to help build capacity.

Jabulani reservoir

Critically low due to high demand. Poor pressure is expected in certain areas of the supply zone. Customers are requested to reduce consumption to assist in building capacity.

Alternative water supply continues to be provided through mobile trucks deployed at various key points within the affected areas, including Rahima Moosa Mother and Child Hospital.

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

Website: www.johannesburgwater.co.za

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