

Daily water supply system status updates: Thursday, 2 March 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. Johannesburg Water Customer Notice: Recovery of South Hills Tower

Johannesburg Water wishes to inform residents, in the South Hills tower zone, that the airlock in the network causing poor supply to the tower, has been removed.

It's expected that residents may start receiving water supply later this afternoon, as capacity in the tower increases.

Johannesburg Water thanks customers for their patience and understanding.

2. Johannesburg Water is monitoring the levels of critical systems, impacted by fluctuating supply.

The following systems within Johannesburg Water are at low to critically low levels. Customers in these supply zones are requested to reduce consumption as systems are recovering.

- Yeoville, Berea and Parktown 2 reservoirs:
Rand Water technicians and Johannesburg Water teams flushed the network to remove air. Reservoirs are building capacity at this stage.
- Commando system: (Hursthill/ Brixton and Crosby)
Lower supply from Rand Water is impacting on infrastructure within the Commando system. The outlet of Brixton reservoir is currently opened at 50% sustain capacity.
- South Hills Tower:
The tower levels are critically low to empty. Johannesburg Water and Rand Water teams are onsite, continuing with investigating the cause of reduced supply to the tower.

Directors:

Ms Rachel Kalidass (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),
Mr Johan Koekemoer (Financial Director and Executive Director), Professor Clinton Aigbavboa, Mr Siphamandla Mnyani, Mr Petrus Matji,
Mr Lebogang Ledwaba, Mr Thabo Sakasa, Mr Mavhungu Ramurunzi, Mr Philemon Mashoko

- Alexander Park reservoir: the reservoir is critically low.

Further updates will be provided to customers.

Johannesburg Water apologises to customers for the inconvenience caused.

3. Johannesburg Water Customer Notice: Update on power failure at Rand Water's Vereeniging purification works

The power failure, which occurred yesterday, 1 March 2023 afternoon, at Rand Water's Vereeniging purification works, has been resolved. While Eikenhof pump station is receiving normal flows, Rand Water's Waterval and Meredale reservoirs are in recovery, which impacts capacity of Johannesburg Water's infrastructure, supplied by these reservoirs.

Johannesburg Water is monitoring the infrastructure impacted and will provide updates on supply to customers.

The Commando system (Brixton/ Crosby and Hursthill) is still at critically low levels, due to reduced flows.

Customers in higher lying areas will experience low pressure/ no water during this period.

Johannesburg Water apologises to customers for the inconvenience caused.

Planned interruptions

1. **Areas affected:** Kew, The Gardens, Rembrandt Park, River Park, Glenhazel, Sandringham, Silver Mond, Lombardy East and West, Bramley, Bramley View, Wynberg, Athol Hurst and Alexandra.

Date: 07 March 2023

Time: 08:00 -17:00

Impact: No water

Reason: Bulk line valve installation

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Ms Kethabile Mabe (Company Secretary),

Johannesburg Water SOC Ltd

Registration Number: 2000/029271/30



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Residents are again requested to observe Level-1 water restrictions implemented from 1 September to 31 March, which prohibit the use of hosepipes to water gardens, wash cars, clean driveways but use grey water instead, fill up swimming pools and water features between 6 am and 6 pm. 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.

Residents are encouraged to subscribe on our website, to our SMS notification service for alerts on planned or unplanned service interruptions.

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: 076 333 5052

Email: Customer@jwater.co.za

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