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City of Johannesburg

Johannesburg Water SOC Ltd

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Daily water supply system status updates: Thursday, 7 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 interruption

1. Greenstone Hill and surrounding areas water interruption

Johannesburg Water teams are attending to a burst pipe at corner Van Riebeeck Avenue and Stoneridge Drive in Greenstone Hill. Water has been isolated to allow for repairs. Areas that get a direct feed from Rand Water will have no water supply. This includes parts of Greenstone Hill, Greenstone Mall, Longmeadow, and Edenvale. However, the outlet of Modderhill reservoir will remain open during the outage and customers in the reservoir zone should have normal water supply. The estimated completion time is 22:00.

2. Diepsloot reservoir empty due to poor supply

Johannesburg Water's Diepsloot Reservoir is currently empty due to poor supply from bulk supplier, Rand Water. The entity's technical teams are, together with Rand Water teams, investigating to determine the cause of the issue. As a result, customers in this supply zone will have poor pressure to no water. Affected areas include Diepsloot, Riverside View, Steyn City, and surrounding areas. Alternative water supply is being arranged for the affected areas.

Planned interruptions

1. 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 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

Website: <https://www.johannesburgwater.co.za>

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

SMS line: 45201

Email: customerserviceemails@jwater.co.za

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