



a world class African city



City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntengi Piliso Street
Newtown
Johannesburg

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www.johannesburgwater.co.za

Daily water supply system status updates: Tuesday, 5 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

Johannesburg Water systems: afternoon update

South Hills tower

The South Hills Tower is currently experiencing interruptions in water flow due to uneven pipeline fill levels from the supplier, necessitating immediate attention to maintain efficiency and reliability. The Rand Water operations team is actively addressing these issues in their bulk water pipelines, which serve South Hills and Germiston areas. They are also investigating the underlying causes to implement long-term solutions and ensure a consistent water supply for the community.

Unfortunately, the situation at South Hills Tower remains unchanged, as it is currently on bypass and suffering from inadequate water supply. Consequently, the areas reliant on this tower are facing a critical reduction in water pressure. This situation is significantly affecting customers within the affected supply zone, leading to expectations of low water pressure or, in some cases, a complete lack of water.

The persistent low water pressure is causing various challenges for residents and businesses, hindering their ability to carry out daily tasks that depend on adequate water pressure. We are actively working with our supplier to rectify this situation and restore normal water pressure levels as swiftly as possible. We acknowledge the inconvenience and frustration this has caused and sincerely appreciate your patience and understanding as we work diligently to find a solution.

Commando System

- Brixton tower: Water levels in the tower have improved significantly. Customers within the supply zone should now have access to a stable water supply.
- Brixton reservoir: Water levels in the reservoir have improved and customers within the supply zone should now have access to water supply. The outlet is still throttled to 50%.
- Crosby reservoir: remains critically low. Flows are still being redirected to support the Brixton complex. Customers may experience low pressure to no water.
- Hursthill 1 reservoir: Still critically low, and as a result, customers may experience low pressure to no water.
- Hursthill 2 reservoir: Still critically low. Customers in this supply zone should still expect low water pressure. The outlet will be closed tonight, Tuesday 5 September, at 20:00 and opened on Wednesday morning, 6 September, at 04:00.

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),

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Linden 1 tower

- Water levels in the tower have improved, and customers within the supply zone should now have uninterrupted access to water.

Eagles Nest reservoir

- Remains critically low due to poor supply and high demand. Customers in this supply zone should still expect low water pressure.

Doornkop reservoir

- Remains low, but stable. It is supplying normally.

Alternative water supply is still being provided through mobile trucks deployed at various key points within the affected areas.

Planned interruptions

- Suburbs Affected:** Jukskei Heights Ext 3, Jukskei View Ext 18, 19, 37, 38, 43, 44, 45, 50, 51, 55 and 107

Street Names: Waterfall Drive, Appaloosa Dr, Waterfall Hills Lane, Polofields Dr, Country Estate Dr, Augrabies Falls Boulevard, Kalambo Falls Ave, Ruacana Falls, Kalandula Falls, Howick Falls, Victoria Falls, Howick Falls, Tugela Falls, Mangeni Falls, Bingini Crescent, Woodmead Dr, Polo fields Dr, Ibis Drive, Jacana Drive, Stilt Drive, Plover Drive, Egret Dr, Heron Dr, Cormorant Dr, Teal Dr, Spoonbill Drive.

Date: 5 September 2023

Time: 09:00 - 21:00

Impact on customers: Low pressure to no water

Reason for disruption: Relocation and tie-in of a new infrastructure

Water Tankers: Water tankers will be placed at corner Waterfall and Polo Fields Drives

- Reservoirs/towers affected:** Berea Reservoir; Hursthill Reservoir no.1 & 2; Linden Reservoir no. 1 & 2; Parktown Reservoir no. 1& 2; Dunkeld Reservoir

Suburbs Affected: De Wetshof, De Wetshof Ext 1; Observatory Ext; Oospoort Ext 1; Bruma; Cyrildene; Bezuidenhout Valley; Bertrams; Lorentzville; Judith's Paarl; Troyeville; Langlaagte; Mayfair; Homestead Park; Amalgam; Crown, Crown North; Paarlshoop; Montgomery Park & Montgomery Park Ext 3; Albertville & Albertville extensions 1, 4, 5, 6, 7, 8, 9, 10, 11, 12; Franklin Roosevelt Park & Franklin Roosevelt Park Ext 1; Westbury & Westbury extensions 2 & 3; Northcliff extensions 12, 15, 19, 20, 21, 32; Albertskroon; Greymont & Greymont Ext 1; Coronationville; Hursthill; Claremont; Newlands; Martindale; Triomf; Montclare & Montclare Ext 1; Westdene; Newclare; Delarey; Cresta ext 81; Saxonwold & Saxonwold extensions 1, 2, 3, 4, 5, 6; Hyde Park, Hyde Park A Settlement & Hyde Park extensions 8, 12, 16, 19, 21, 27, 37, 47, 49, 63, 65, 73, 80, 85, 86, 87, 94, 116, 120, 121, 122, 123, 124, 128, 130; Melrose, Melrose Estate, Melrose North & Melrose North extensions 1, 2, 3, 4, 5, 7, 9, 10; Dunkeld, Dunkeld West & Dunkeld West extensions 1, 2, 3, 4, 5, 7, 8; Parkview & Parkview Ext 1; Parktown & Parktown North; Parkwood & Parkwood Ext 1; Illovo & Illovo extensions 1, 3, 4, 7, 8, 9, 10, 11, 12; Greenside, Greenside East & Greenside extensions 2, 4, and 5; Birdhaven;

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Riviera; Killarney; Oaklands; Craighall, Craighall Park; Westcliff; Forest Town; Houghton Estate; Birnam; Rosebank; Fairway.

Street Names: All streets

Start date: 5 September 2023 at 15:00

End date: 6 September 2023 at 08:00

Impact on customers: Low pressure to no water

Reason for disruption: Replacement of the 800mm Stafford meter along Rand Water bulk line supplying Johannesburg Water

Water Tankers: Water tankers will be deployed to affected areas

3. 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.

More information can be obtained on:

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

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