



a world class African city



City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntengi Piliso Street
Newtown
Johannesburg

Johannesburg Water
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Marshalltown
2107

Tel +27(0) 11 688 1400
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www.johannesburgwater.co.za

Daily water supply system status updates: Friday, 17 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. Rand Water network constrained due to high water demand: Johannesburg Water residents requested to reduce consumption

Rand Water's Meredale reservoir is constrained due to high water demand (usage). This has resulted in low levels within the network.

Several Johannesburg Water systems are at critically low levels as recovery is impacted by high water usage coupled with lower supply from the bulk supplier. Johannesburg Water requests customers in lower lying areas to reduce water usage to assist with the recovery of constrained infrastructure.

The highly impacted systems at Johannesburg Water at this stage are as follows:

1. Commando system: (Brixton, Crosby and Hursthill)

Brixton systems:

The reservoir is at 50% capacity. The tower is operating normally, with two pumps running. The outlet of Brixton reservoir is fully open.

Crosby reservoir:

The reservoir is stable.

Hursthill reservoirs:

Hursthill 1 reservoir is at 12% capacity, while Hursthill 2 is critically low to empty.

Directors:

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Mrs Zandile Meeleso, Mr Pholoso Matjele, Mr Kgaile Mogoye, Mr Sandiso Mgengwana, Mr Molate Mashifane, Ms Pamela Mabece,
Mr Lunga Bernard

Ms Kethabile Mabe (Company Secretary),

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2. South Hills tower:

The issue of inconsistent supply to South Hills tower has been escalated to Rand Water. At this stage, there is no flow received at the tower. Customers in the tower zone will have no water. Alternative water supply will be provided.

3. Alexander Park reservoir:

The reservoir is at 18% capacity, with slight improvement noted.

5. Crown Gardens system:

The reservoirs are at 50% capacity. The outlets are currently being isolated at 50% to sustain capacity.

6. Honeydew reservoir:

The reservoir levels are at 37%.

7. Doornkop reservoir:

Reservoir levels are at 19%.

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

Johannesburg Water requests customers to reduce consumption and only use water for essential needs, which will significantly assist in recovering the affected systems. Alternative water supply is also being provided to other affected areas through stationary water tanks and mobile tankers.

Further updates will be provided to residents.

Johannesburg Water apologises to customers for the inconvenience caused.

2. Johannesburg Water Customer Notice: Major burst pipe on Golf Street and Republic Road, Windsor Glen

UPDATE: The bulk main was repaired late last night. Valves were opened gradually to monitor for leaks.

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Affected suburbs includes parts of:

Fontainebleau, Windsor, Randpark extensions, Ferndale, Robindale, Robinhills, and Blairgowrie.

No estimated time for completion at this stage.

Further updates will be provided to customers.

Planned interruptions

1. Suburbs affected: Robindale Ext 1 -Cnr Gondola/Jeeves, Malibongwe/Cloverly, Balairs/Cloverly, Truman/Gaety, Maria, MacArthur/Cottage, Armitage/Cloverly, Jeeves/Cloverly, Truman/MacArthur, Gondola/Rooseveld, MacArthur/Roseveldt, Bellairs/Joana, Joana/Armitage in Robindale Ext1 9 Current Project in Phases 2)

Street names: Roosevelt and Gondola, Spar Commercial (Malibongwe), Cnr Gondola and Mare, Malibongwe and Boundry Town House, Jeeves and Boundary

Date: 22 March 2023

Time: 08:00 - 18:00

Impact: No Water

Reason: Tie – in new 110mm and 160mm into existing 160mm pipe network

2. Areas Affected: Parts of Linksfield, Bedfordview, Sandringham, Orange Grove, Orchards, Oaklands, Highlands North, Waverley, Savoy Estate, Bedford Park, Senderwood, Morning Hill, Bramley North, and Kew

Start date & time: 22 March 2023 at 24:00

End date and time: 23 March 2023 at 24:00

Impact: No water

Reason: Tie-in

UPDATE: The inlet of Linksfield reservoir will be isolated to allow for the installation of the two valves on the bulk mainline. The outlet of the reservoir will be opened during the duration of the shutdown. Installation of a non-return valve on bulk main line (Bedford Park) and installation of isolation valve on bulk main (Morning Hill)

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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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