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City of Johannesburg

Johannesburg Water SOC Ltd

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Customer Notice

Current Johannesburg Water interventions on critical systems

Various Johannesburg Water systems are currently critical, with some struggling with steady water supply. As a result, the Entity's technical teams are implementing numerous interventions across the systems to improve water supply.

Hector Norris Pump Station – Selby water supply restoration

The Hector Norris Pump Station, which supplies Selby, has been under rehabilitations. During that process, a burst occurred on the pumping main, followed by challenges with the actuator of the non-return valve.

After all these issues were resolved and pumping was restored, the Selby area experienced no water supply. At the same time, the old pump was not supplying the same flow rate as before the challenges of the actuator of the non-return valve.

Investigations were undertaken and six water pipe bursts were discovered in the area, which were all repaired. Two new pumps at Hector Norris Booster Pump Station were commissioned on Tuesday, 7 October 2025 and they have been pumping adequate flow rates.

On Wednesday, 8 October 2025, while commissioning the two new pumps at the pump station, the system experienced another burst on the suction side on an air valve. As a result, the pump station had to be switched off again in order to institute the repairs which were completed in the early hours of Thursday, 9 October 2025, and one pump was then switched on to start recharging the system. Teams have been deployed to scour areas like Jeppestown and Doornfontein so that air in the system can be removed.

A meeting was convened on 9 October 2025 with councilors of the affected areas and a follow-up meeting is planned for Friday, 10 October 2025 with the business sector stakeholders. A resolution was also taken to fill up business properties that have on-site water tankers with mobile water tankers at night. Customers are also being supplied with mobile water tankers while the water supply challenges are being resolved.

Alexander Park Reservoir critical zone

The critical zone of Alexander Park Reservoir experiences low to no water supply when the reservoir level is below 60%. As a result, investigations were undertaken to

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come up with a solution for this challenge and it was resolved to re-zone the Alexander Park Reservoir critical zone into the Yeoville Reservoir zone.

Work is currently being planned to undertake the rezoning, and this will be undertaken by opening the boundary valve at Pandora Street to link the Alexander Park critical zone and the Yeoville pumping zone.

Technical teams will then cut in a 100mm pressure releasing valve (PRV) at the corner of Oxford and Pandora Streets, followed by closing boundary valves at corner Pandora and Royal Streets, a boundary valve located in Heriot and Close Streets, and 3x boundary valves in Galteemore Street.

The work is planned to take place over three weeks, starting on Monday, 13 October 2025.

President Park Reservoir supply zone

The system is currently experiencing increasing demand which is exceeding available supply due to overpopulation.

The reservoir outlet is throttled every day from 20:00 until 06:00 to build capacity overnight to supply water during the day. Repair and maintenance of seven PRVs to regulate supply pressure is underway with the Bermad PRVs Original Equipment Manufacturer (OEM) having been appointed, this will reduce water losses. Leak detection survey in Ivory Park, Ebony Park and Kaalfontein is in progress.

Claremont critical zone interventions

The Claremont Critical Zone Interventions involve two phases.

Phase 1 entails re-zoning the Hursthill 1 critical zone into the Claremont Direct by installing cross-connections between Lundean Crescent and Rose Street, and between Lundean and Antoinette Street, as well as closing specific valves. However, this may pose a risk of water pipe bursts due to the pipes' small size (25mm) and age (55 years), necessitating a pipe replacement work request.

Phase 2 involves implementing the pipe replacement project to mitigate these risks.

Ends

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