



City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntengi Piliso Street
Newtown
Johannesburg

Johannesburg Water
PO Box 61542
Marshalltown
2107

Tel +27(0) 11 688 1400
Fax +27(0) 11 688 1528

www.johannesburgwater.co.za

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Customer Notice

City Power Outage at Orlando Station Disrupts Pumping at Rand Water's Eikenhof Station, Affecting Johannesburg Water Systems

A power failure at City Power's Orlando Switching Station affected Rand Water's Eikenhof Booster Pumping Station at approximately 01:20 this morning, resulting in a loss of pumping capacity.

Power was restored at 04:45. Rand Water expects full pumping capacity to be restored within several hours. Water levels and pressure across the affected systems may take longer to recover.

These systems are interconnected and interdependent: City Power supplies electricity to the Rand Water pumping station; Rand Water pumps bulk water to reservoirs that feed Johannesburg Water's network; and Johannesburg Water distributes that water to customers.

The interruption in pumping caused levels in several Rand Water reservoirs to decline, which will affect pressure and supply in some Johannesburg Water's reservoirs and towers, even after power has been restored. This is especially so, as JW Systems were still recovering from the incident of 28 September 2026.

The following Johannesburg Water systems will be affected by low water pressure to no water as a result: Roodepoort/Waterval, Randburg, Soweto, South Hills, Lenasia, Eagles Nest, Aereton, Naturena, Crown Gardens, Parktown, Central and Brixton/Crosby/Hursthill systems will experience low water pressure to no water while the systems recover.

Johannesburg Water will monitor the affected systems and provide updates as they become available. JW will also implement system configuration changes when and where applicable to help preserve and build system capacity.

Alternative water will be made available based on assessment and system conditions in consultation with key stakeholders as far as practically possible.

Ends

Issued by Johannesburg Water Communication and Marketing.

Directors:

Ms Dineo Majavu (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),
Mr Kgaugelo Mahlaba (Chief Financial Officer and Executive Director), Mr Sipho Mthembu, Ms Zandile Meeleso, Mr Pholoso Matjele,
Mr Molate Mashifane, Mr Collen Sambo, Mr Makoko Makgonye, Ms Thabiso Kutumela, Mr Kefiloe Mokoena

Ms Kethabile Mabe (Company Secretary),

Johannesburg Water SOC Ltd

Registration Number: 2000/029271/30