City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntemi 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

18 November 2026 – 08:30

Public Notice

Implementation of Level 2 Water Restrictions in the City of Johannesburg from 21 November 2026

Johannesburg Water SOC Ltd, the City of Johannesburg's water services provider, gives notice to all residents, businesses, institutions and water consumers that, following a resolution of its Board of Directors and with the concurrence of the City of Johannesburg, Level 2 water use restrictions are declared in terms of section 58(4) of the City of Johannesburg Water Services By-laws, 2023, and apply from 21 November 2026 (three days after the publication of this notice).

The restrictions are intended to reduce water demand, support the recovery of reservoir levels and improve the reliability of water supply across the City of Johannesburg.

1. Background

Johannesburg's water supply system remains under pressure as high water demand places strain on the available treated bulk water supply from Rand Water. This affects the ability of reservoirs and towers to maintain sufficient storage and recover following supply interruptions. The Gauteng Department of Cooperative Governance and Traditional Affairs in a letter dated 2 November 2026, called on municipalities to assess their water supply and demand conditions and to implement and enforce Level 2 water use restrictions in accordance with their applicable municipal by-laws and prescribed processes.

Johannesburg Water's assessment identifies the need to reduce demand by 200 million litres per day to support a more stable and sustainable water supply. Reducing unnecessary consumption will be accompanied by operational interventions, including leak repairs, and pressure management. Johannesburg Water will also conduct public education and awareness initiatives.

2. Applicable water use restrictions

Level 2 restrictions will be implemented in terms of Section 58 of the City of Johannesburg's Water Services By-laws, 2023. The following activities using municipal drinking water are prohibited:

- Irrigating gardens, lawns, parks and public spaces at any time.
- Hosing down hard surfaces, including driveways, paved areas and sidewalks.
- Dampening building sand.
- The irrigation prohibition applies throughout the day and replaces the limited watering hours applicable under Level 1 restrictions.

These restrictions apply to residential, commercial, institutional and other consumers throughout the City of Johannesburg. The following additional measures apply to City operations and contractors:

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 Kgaile Mogoye, Mr Molate Mashifane, Ms Pamela Mabece, 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

City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntemi 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

- City departments and municipal entities must stop irrigating parks, public spaces and gardens with municipal drinking water.
- The Johannesburg Roads Agency and its contractors must use treated effluent instead of municipal drinking water for road construction purposes.
- Johannesburg Water and its contractors must use treated effluent instead of municipal drinking water for jetting activities.

Treated effluent for the specified road construction and jetting activities is to be sourced from the City's six wastewater treatment works, subject to appropriate operational and safety requirements.

3. Water restriction tariffs

The approved 2026/27 Level 2 water restriction tariffs will apply from 1 December 2026. The commencement of the restriction tariffs is distinct from the commencement of the water use restrictions and associated technical interventions.

For conventionally metered dwelling units and multi-dwelling units, the Level 2 tariff schedule is as follows:

Monthly consumption band	Level 2 tariff per kilolitre
0–6 kℓ	R7,80
Above 6–10 kℓ	R37,48
Above 10–15 kℓ	R41,51
Above 15–20 kℓ	R59,82
Above 20–30 kℓ	R83,57
Above 30–40 kℓ	R90,60
Above 40–50 kℓ	R128,72
Above 50 kℓ	R165,41

One kilolitre is equal to 1 000 litres. Consumers should consult the City’s approved tariff schedule for the charges and provisions applicable to their property, meter type and customer category.

4. Demand management and protection of basic water supply

Johannesburg Water will implement flow management measures aimed at reducing supply volumes by 20% in deemed-consumption and prepaid-meter areas. Similar measures will be implemented in other high-consumption areas where restrictions do not achieve the required reduction in demand. These measures will be implemented with safeguards to protect access to basic water supply, including:

- Maintaining access to at least a basic water supply for households.
- Giving affected communities advance notice of planned interruptions in accordance with the applicable service standards.
- Providing alternative water supply where interruptions exceed 24 hours.

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 Kgaile Mogoye, Mr Molate Mashifane, Ms Pamela Mabece, 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

City of Johannesburg

Johannesburg Water SOC Ltd

Turbine Hall
65 Ntemi 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

- Area-specific arrangements will be communicated through the City's and Johannesburg Water's official platforms.

5. Water conservation measures

All consumers are urged to reduce unnecessary water use immediately by:

- Repairing leaking taps, toilets, pipes and plumbing installations.
- Taking shorter showers and turning off taps when brushing teeth or washing dishes.
- Using buckets instead of hosepipes to wash vehicles.
- Avoiding the filling or topping up of swimming pools with municipal drinking water.
- Running washing machines and dishwashers only with full loads.
- Reusing suitable greywater safely for appropriate non-drinking purposes.
- Reporting visible leaks and burst pipes through official reporting channels.
- Businesses, institutions, schools and residential complexes are encouraged to monitor consumption, identify leaks and introduce practical water-saving measures within their premises.

These conservation measures complement the compulsory restrictions and do not replace the prohibitions outlined in Section 2.

6. Monitoring and enforcement

The City will intensify monitoring and enforcement of the applicable restrictions through Johannesburg Water and relevant City departments. Compliance is compulsory. Contraventions may result in enforcement action in accordance with the City's Water Services By-laws and applicable enforcement procedures. Johannesburg Water will also intensify leak detection and repairs, pressure management, and monitoring of unlawful and wasteful water consumption. The City and Johannesburg Water will continue working with Rand Water and other stakeholders to improve system stability, while implementing measures to reduce water losses and unnecessary consumption.

7. Duration of the restrictions

Level 2 restrictions will remain in force until withdrawn by a further public notice.
The restrictions will be reviewed against water demand, reservoir levels and prevailing supply conditions. Any changes will be communicated through official City and Johannesburg Water platforms.

8. A Call To Action

The City acknowledges the difficulties experienced by communities affected by unreliable water supply. Reducing consumption, repairing leaks and strengthening operational interventions are essential to improving supply across Johannesburg. Every resident, business, institution and City department has a role to play. Every litre saved helps reservoirs recover and supports more reliable access to water for all communities. The City calls on all consumers to comply with the restrictions and actively reduce water consumption to help achieve the required demand reduction and stabilise the water supply system.

Issued by the City of Johannesburg and Johannesburg Water.

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 Kgaile Mogoye, Mr Molate Mashifane, Ms Pamela Mabece, 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