



City of Johannesburg

Johannesburg Water SOC Ltd

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Customer Notice

UPDATE: Water quality test results – Bezuidenhout Valley

Johannesburg Water confirms that water samples collected on 23 and 25 October 2026 from the affected properties along 8th Avenue, at the corners of 4th, 5th, 6th and 7th Streets in Bezuidenhout Valley, meet the required water quality standards for both microbiological and chemical parameters.

The follow-up samples collected on 25 October were taken as an additional precaution to verify water quality. Both sets of results are compliant.

The precautionary water quality alert has therefore been lifted. JW technical team will arrange to open water as soon practically possible. Customers in the affected properties may resume normal water use, including drinking, cooking, and other household activities.

Customers are encouraged to kindly flush the internal property pipeline system by opening your taps in the house for a short while to remove any water which was in the line during this time.

Johannesburg Water apologises for the inconvenience and thanks affected residents for their patience and cooperation during the sampling and testing process.

Service queries can be logged through the following channels

☎ **0860 056 2874/010 061 4470** | ✉ fault@jwater.co.za
Facebook: Johannesburg Water | **X:** @JHBWater
WhatsApp channel: Johannesburg Water

Ends

Issued by: Johannesburg Water Communication and Marketing

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