



City of Johannesburg

Johannesburg Water SOC Ltd

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17 July 2026 – 11:40

Customer Notice

Rand Water planned maintenance underway

Rand Water's second and final phase of its planned maintenance is currently underway today, Friday, 17 July 2026, from 07:00 to 19:00.

Unfortunately, Johannesburg Water commenced this maintenance period with several systems already under significant strain following the recent City Power incident at the Eikenhof Substation, which interrupted power supply to Rand Water's Eikenhof Pump Station and affected pumping into Johannesburg Water's network. As a result, a number of Johannesburg Water's reservoirs, towers and pump stations had already declined significantly before the planned maintenance commenced.

This is expected to result in a more prolonged system recovery than would ordinarily be anticipated following a planned maintenance event.

Current System Status

Commando System

The Commando System remains constrained, with operational interventions in place.

The Crosby Reservoir is low but continues to supply customers. However, the Crosby Pump Station has been suspended due to poor incoming supply. The Brixton Reservoir is low and its outlet remains closed due to the lack of pumping. The Brixton Tower is empty as pumping has not resumed.

The Hursthill 1 and Hursthill 2 Reservoirs remain on bypass, with intermittent water supply expected.

Central Systems

The Central Systems are also under pressure due to the combined impact of the Eikenhof power outage and Rand Water's planned maintenance.

Eagles Nest Reservoir, Northcliff Reservoir and Northcliff Tower continue to decline, with low water pressure expected, particularly in higher-lying areas. Crown Gardens Reservoir outlet has been closed and pumping to the tower has been suspended. Customers supplied by this system should expect no water.

South Hills Tower pumping has been suspended. Customers are expected to experience low water pressure, with no water anticipated as the system continues to deplete. Alexander Park Reservoir remains on bypass, with declining incoming supply. Intermittent water supply

Directors:

Ms Dineo Majavu (Chairperson), Mr Ntshavheni Mukwevho (Managing Director and Executive Director),
Mr Kgagelo 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

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is expected within the supply zone. Hector Norris Pump Station has been suspended due to insufficient incoming supply. Customers in the Johannesburg CBD and surrounding suburbs can expect low water pressure. Other Central systems are declining but continue to supply customers at fair to normal levels.

Randburg/Roodepoort

Most Randburg systems remain resilient and supplying fairly while the declining expect, Waterval and Quellerina Towers due to pumping being suspended.

Roodepoort systems are declining but supplying fairly. The Helderkruin reservoir is critically low and pumping to the tower will be suspended due to poor incoming supply. Other systems are supplying fairly to normal.

The Enity will institute configuration controls on systems as and when needed to preserve and build capacity were possible. This includes but not limited to throttling outlets once they reach about 1.5 meters.

Please be reminded that when maintenance is completed and Rand Water does increasing pumping, the charging protocol of systems will be implemented. This could include very gradual opening of systems and flushing of air from scours and hydrants in a controlled manner.

Alternative water supply through roaming and stationary water tankers have been deployed and the centralized coordination is underway. Johannesburg Water is closely monitoring all affected systems and will continue to provide updates as the maintenance progresses.

Ends

Issued by Johannesburg Water Communication and Marketing.

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