



a world class African city



City of Johannesburg

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Customer Notice

Update on system recovery following Rand Water maintenance

While bulk water supply has been restored and several systems across the city are gradually stabilising, the Midrand supply system remains the most constrained and has not yet fully recovered.

Midrand

Despite ongoing recovery efforts, the Midrand supply zone continues to experience critically low reservoir and tower levels, resulting in intermittent supply, poor pressure, or no water in some areas. This is due to the size and complexity of the system, which requires extended time to recharge after a planned maintenance of this magnitude.

The current status of impacted Midrand systems is as follows:

- **Rabie Ridge Reservoir & Tower:** Reservoir has recovered slightly and is supplying; however, the tower remains empty.
- **Randjesfontein Reservoir & Tower:** Slight recovery noted, but the tower remains empty.
- **President Park Reservoir:** Critically low to empty.
- **Grand Central Reservoir & Tower:** Reservoir at average level; tower remains empty and pumps are currently off.
- **Erand Reservoir & Tower:** Critically low to empty.

To support recovery, Johannesburg Water, working with Rand Water, has prioritised the Midrand system by implementing targeted operational interventions, including controlled outlet management, balancing of the system and the release of trapped air in the network to allow reservoirs to recharge and stabilise.

Other systems that were affected such as South Hills, Alexander Park, Sandton and Linksfield has largely recovered are stable.

Alternative water supply through stationary and roaming water tankers remains in place, until systems stabilise and normal supply is restored.

Ends

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