



Dear Residents,

I understand that many of you are feeling frustrated and angry over the ongoing water shortages affecting our City. It is entirely justified to feel aggrieved when basic needs are unmet. I want to address your concerns and provide some clarity on what is being done to resolve this pressing issue.

First, I want to acknowledge the immense challenges you are facing. Living without water impacts every aspect of life, from personal hygiene to daily chores and overall well-being. For those in Westbury, Coronationville, Ivory Park and other hard-hit areas, please know that your suffering has not gone unnoticed.

The situation we are facing in the City of Johannesburg is serious. Currently, our City uses 35% of the total water supplied by Rand Water, and demand has drastically exceeded what our outdated infrastructure can sustain. A few years ago, we were consuming 1,801 Megaliters per day, and we've managed to reduce that to 1,726. However, we need to reach a sustainable target of 1,550 Megaliters per day to ensure consistent supply.



Our water system was built for a much smaller population, and with the rapid growth we have seen, the pressure on our water infrastructure has become unsustainable. Factors such as illegal water connections and frequent water pipe burst compound the situation, especially for high-demand areas.

To combat this crisis, we have implemented urgent temporary measures. The number of water tankers delivering essential supplies has increased to 21, bringing hope to the most affected neighborhoods. We are adjusting supply patterns to allow reservoirs to recharge overnight, ensuring a more reliable flow during the day. We have also agreed with the Minister of Water and Sanitation, Penny Majodina, that Johannesburg will have a programme of dealing with leaks and get support from the provincial government. In that way we will reduce our water losses quite significantly as we deal with pipe replacements.

In addition to these immediate relief efforts, we are committed to long-term solutions. A groundwater project has begun in Region G. It is aimed at providing direct access to water in informal settlements and reducing illegal connections. We will also be introducing controlled throttling in certain areas so that we can stabilise supply for the most affected communities like Kensington, Westbury and Coronationville.

I want to assure you that this is not something we can tackle alone. We need every household to make a concerted effort to use water wisely because every drop counts. I invite you to share your suggestions and ideas as collective input can help us navigate this challenge together.

Your voices and concerns are important. I will return to Coronationville and Westbury on Thursday following the community engagement I had with them on September 11, to listen some more and discuss the progress we have made in addressing the problem. Over the weekend, additional water trucks were deployed to Wards 82, 69 and 86 to alleviate the burden.

We call on our communities to use water sparingly and help preserve this vital resource. By reducing consumption, we can better support areas that are struggling with low supply and ensure their reservoirs are replenished.

Let us unite during this challenging time. We have overcome obstacles in the past, and I have faith that together we will find a path to reliable water supply again.

Until next time,

Johannesburg Executive Mayor Councillor Sello Dada Morero