



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

INTERNET ARTICLE

Health and hygiene campaign addresses sewer spillages in Tembisa

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The Department of Water and Sanitation's (DWS's) campaign built a head of steam when residents of Tembisa in the City of Ekurhuleni threw their weight behind the department's Sanitation and Hygiene Awareness campaign recently.

Taking place under the theme "**Sanitation for health & dignity**", the campaign is based on the government's commitment towards bringing dignity to the people through the provision of sanitation services.

After several speakers from DWS, City of Ekurhuleni, East Rand Water Care Company (ERWAT) and the Department of Health concluded their presentations; residents took the opportunity to direct questions related to sewer blockages in the areas.

One of the key questions was to seek clarity on the municipality's turn-around time when attending to sewer spillage incidents as it seemed the municipality was slow to address such incidents.

Fielding the questions, Miyelani Chamango from the Customer Care Manager of the City of Ekurhuleni told the public that the municipality's turn-around time was 48 hours for the normal incidents and immediately for urgent incidents such as sewer spillages.

"The municipality is treating sewer blockages with urgency. As soon as we get the reports technicians attend to the matter," said Chamango.

He also urged the residents to report all incidents to the municipality through the customer care walk-in centres that are available throughout the city and via the call centre number on 0860 345 300.

Addressing the public, Deputy Director for Sanitation Services in the Gauteng Provincial Office, Fikile Mokonoto, told the public that sewer spillage cases were on the rise due to some residents throwing foreign objects in the sewer system.

"We are pleading with you to assist the government by abstaining from throwing stuff such as rocks and tyres on the sewer system. These objects block the system and create the uncomfortable situations in which you find yourselves," said Mokonoto.

Another speaker Ms Zama Dube, from the Department of Health demonstrated the hand washing techniques with soap, mentioning that if people could follow these techniques diseases such as diarrhoea and pneumonia would be prevented.

Lucky Makgarengi