



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

Enquiries: WJ Maluleke
Telephone: 082 8049817
Reference: 6/2/2/6

NATIONAL ASSEMBLY

FOR WRITTEN REPLY

QUESTION NO 1750

DATE OF PUBLICATION IN INTERNAL QUESTION PAPER: 04 APRIL 2025
(INTERNAL QUESTION PAPER NO 14-2025)

1750.Mr S J Moore (DA) to ask the Minister of Water and Sanitation:

- (1) What (a) are the reasons for the 11-day water outage in Central Bedfordview and (b) role did Rand Water play in both causing and resolving the specified water crisis.
- (2) considering the impact of prolonged water outages on residents and businesses, what measures has Rand Water implemented to ensure that it improves its (a) crisis response, (b) maintenance planning and (c) communication with affected (i) municipalities and (ii) communities;
- (3) whether she will furnish Mr S J Moore with a detailed report, including the (a) technical explanations, (b) timeline of events and (c) preventative measures implemented to ensure that such an extended water outage does not occur again; if not, why not; if so, what are the relevant details?

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MINISTER OF WATER AND SANITATION

1. (a) The main reason for the water outage in Bedfordview was the pressure restoration following a leak repair by Rand Water. Ordinarily, this would have been mitigated by City of Ekurhuleni's Signal Hill Reservoir if it was operational. Unfortunately, the leak and its repair occurred at time when Signal Hill was out of commission for maintenance work.

The zone is currently supplied directly by a Rand Water pipeline until maintenance work at the Signal Hill reservoir is completed. Direct supply, without balancing storage, is prone to fluctuations caused by a spike in demand or any supply interruptions in the system.

- (b) The interruption commenced following Rand Water's maintenance work to repair a leak on its G17 and G18 in the system upstream of Bedfordview.
2. (a) The outage was caused by repairs of a leak on Rand Water's G17 and G18 which was out of Rand Water's control.
 - (b) Rand Water communicates scheduled maintenance 21 days in advance, and in line with its customer service charter ensures that municipalities plan and respond to interruptions accordingly.
 - (c) The bulk water supply agreement that regulates the relationship between Rand Water and municipalities dictates that Rand Water communicates to municipalities, and for the municipalities to communicate to affected communities. Rand Water will continue to engage the municipalities to find more effective ways to communicate jointly. Also, daily meetings are held with the three Gauteng Metros, including the City of Ekurhuleni.
3. Water supply to the Central Bedfordview area will improve once the City of Ekurhuleni restores functionality at the Signal Hill Reservoir. In terms of this, the City of Ekurhuleni has indicated that the reservoir will be operational in mid-May 2025.

Furthermore, to ensure that an extended water outage does not re-occur and to augment water supply for the area, Rand Water is laying an additional water supply pipeline. The project is already underway and is anticipated to be completed during the course of the 2025/26 financial year.

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DRAFT REPLY: RECOMMENDED/ ~~NOT RECOMMENDED~~/ AMENDED

SPhillips

DR SEAN PHILLIPS
DIRECTOR-GENERAL
DATE: 15 April 2025 ✓

DRAFT REPLY: APPROVED/ NOT APPROVED/ AMENDED



MISS PEMMY C.P. MAJODINA, MP
MINISTER OF WATER AND SANITATION
DATE: 16/4/25