MONTHLY DASHBOARD FOR A WATER SECURE GAUTENG

26 September 2025

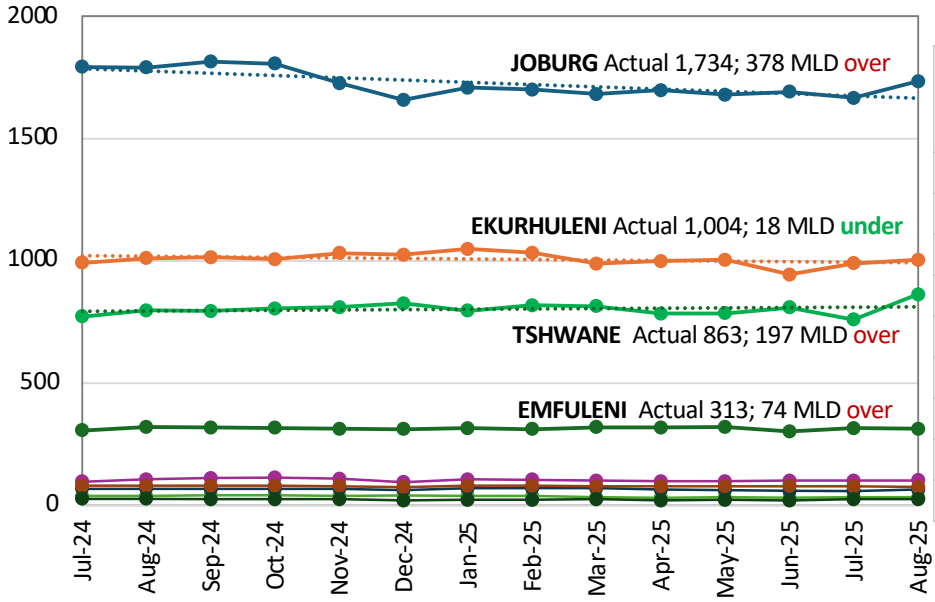
1. OVERALL WATER CONSUMPTION: Metros, Emfuleni, smaller municipalities monthly metering data for August shown below

	TOTAL RW	Joburg	Ekurhuleni	Tshwane	Emfuleni	Mogale City	Midvaal	Merafong	Rand West	Lesedi
Aug Ave Daily Use (MLD)	**4,212**	**1734**	**1004**	**863**	**313**	**102**	**33**	**63**	**75**	**25**
July Ave Daily Use (MLD)	4,020	1666	989	759	315	100	32	58	77	24
June Ave Daily Use (MLD)	4,035	1691	944	809	302	101	31	60	79	20
WUE Target Use (MLD)	**3,604**	**1,356**	**1,022**	**666**	**239**	**93**	**28**	**86**	**91**	**23**
DIFFERENCE (MLD)	608	378	18	197	74	9	5	23	16	2
% From target use	17%	28%	-2%	30%	31%	10%	18%	-27%	-18%	9%
Gross Per capita use (lcd)	298	285	247	265	434	311	420	337	287	201
Increase/Decrease from previous	↑	↑	↑	↑	↓	↑	↑	↑	↓	↑

*↓ Decrease from last week, but above target ↑ Increase from last week, but in target ↓ Decrease, within target ↑ Increase

- Month on month, total water use increased in August, exceeding the water use efficiency (WUE) target by **17% or 608 MLD**
- Monthly meter readings are used for billing and cover all municipalities whereas weekly meter readings are for major users only.

2. TREND IN MONTHLY CONSUMPTION / WATER USED – CURRENT FINANCIAL YEAR-TO-DATE (million litres per day = MLD)



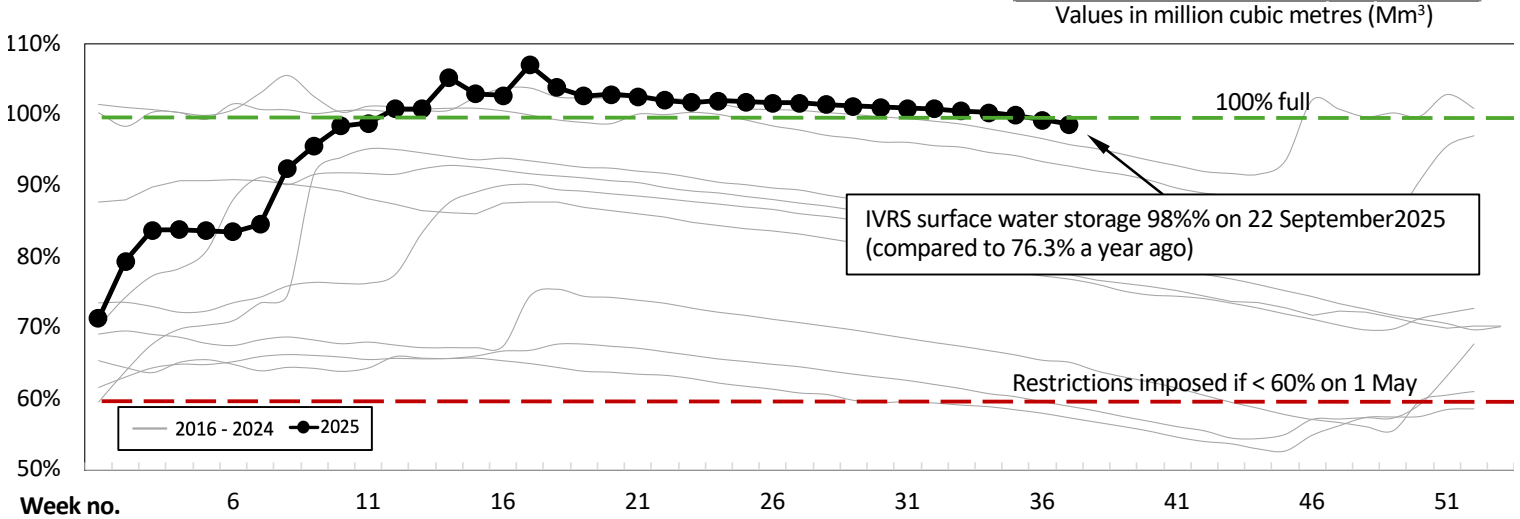
	Monthly average 2024/25	Monthly average 2025/26	Year-on-year change
Joburg	1,729	1,700	-1.7%
Ekurhuleni	1,008	997	-1.1%
Tshwane	801	811	1.3%
Emfuleni	314	314	-0.2%
Mogale City	103	101	-2.3%
Midvaal	36	33	-10.4%
Merafong	66	61	-8.3%
Randwest	78	76	-3.0%
Lesedi	23	24	4.7%

3. IVRS SYSTEM STATUS:

The 10-year view of combined surface water storage shows that the system is currently at 98% storage and above average for this time of year, at the start of the rainy season. The Vaal Dam decreased slightly to 103.6% on Monday. The total annual allocation was exceeded by 12.5%, or 200 Mm³ last year. Extrapolating data for May to August, the annual allocation will be exceeded by 13%, even more in the current hydrological year.

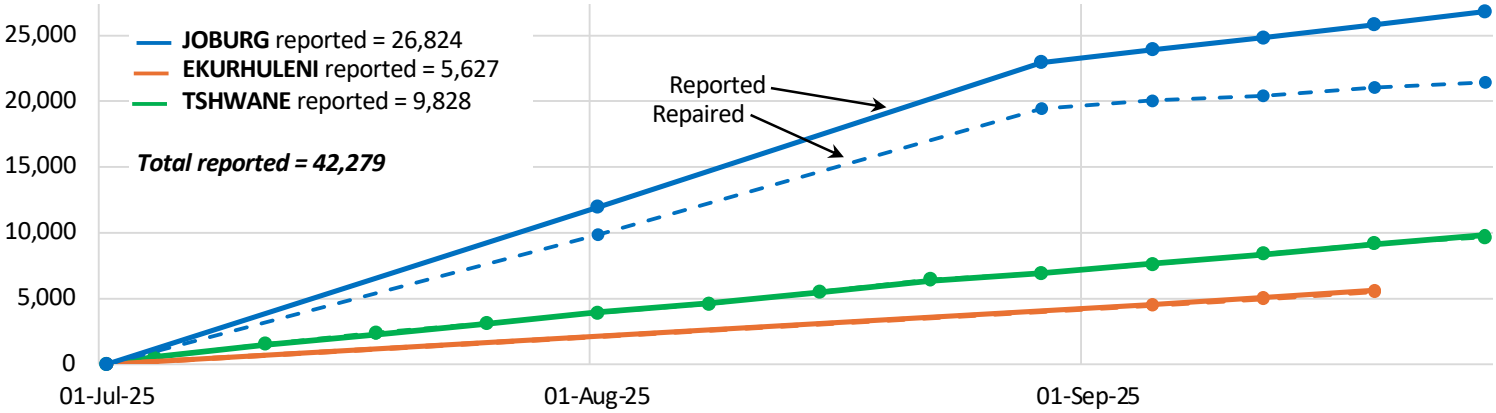
DWS Annual Allocation	=	**1,600**
2022/23 Abstraction	=	1,750
2023/24 Abstraction	=	1,793
2024/25 Abstraction	=	1,800
2025/26 Abstraction YTD	=	605
2025/26 YTD extrapolated	=	*1,815*

Values in million cubic metres (Mm³)



WATER LEAKS, OUTAGES AND RESERVOIR LEVELS

4. METRO FINANCIAL YEAR LEAK REPORTING: Leaks and bursts for the financial year starting on 1 July 2025 shown here. Nearly 160,000 leaks were reported in the previous financial year, of which 97% were attended to by the end of the period. Note that data discrepancies may be caused by frequent duplicate leak reporting (when many customers report the same leak), as well as a delay in the admin process to close the notification once repairs are complete. This can result in inaccuracies in the backlog reflected.

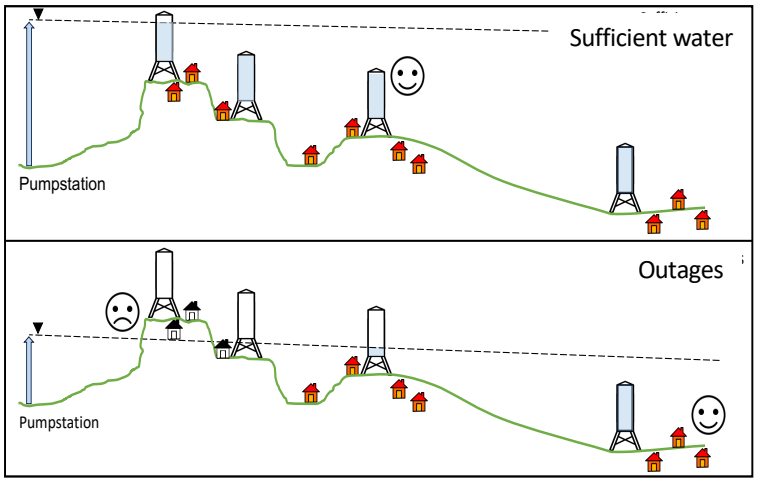


Ekurhuleni's new reporting system has now been included for the year to date. Leaks and bursts are not necessarily classified in the same way by all metros, for example, Joburg figures shown here include meter and connection faults. Furthermore, back-office process is required to confirm that work has been done prior to closing works orders. Some leaks are reported repeatedly, and the admin process may take a while to update once repairs are complete. The size and complexity of the water reticulation systems also varies both between municipalities and suburbs.

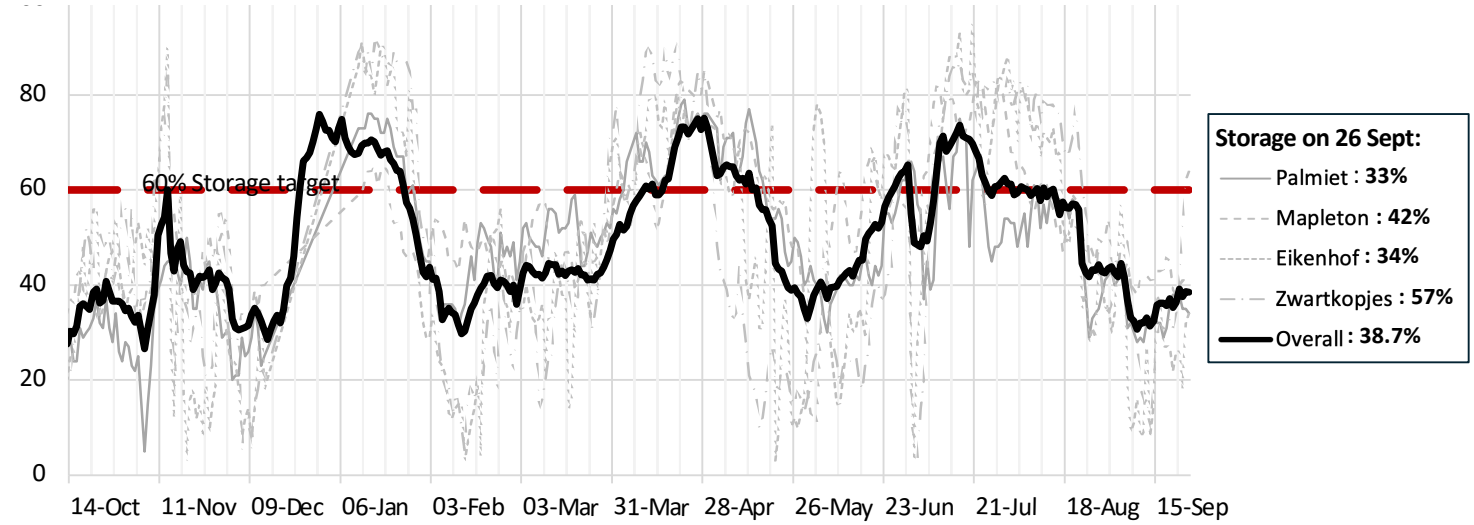
5. WATER OUTAGES: Water is distributed through a complex system of reservoirs, towers and networks. Outages are usually reported by reservoir.

When a sufficient volume of water is pumped into the system, all reservoirs can be filled, and all households have water. When there are breakdowns or excessive use, and there is too little water in the system, low pressure and intermittent supply is sometimes experienced, especially in high-lying suburbs.

Often, it is a struggle to stabilise reservoir levels as water drawn from the reservoir is more than the volume that can be supplied to the reservoir by the bulk supply. Usually, levels recover overnight when demand is lower, but responsible water use by everybody will lessen the burden on all areas.

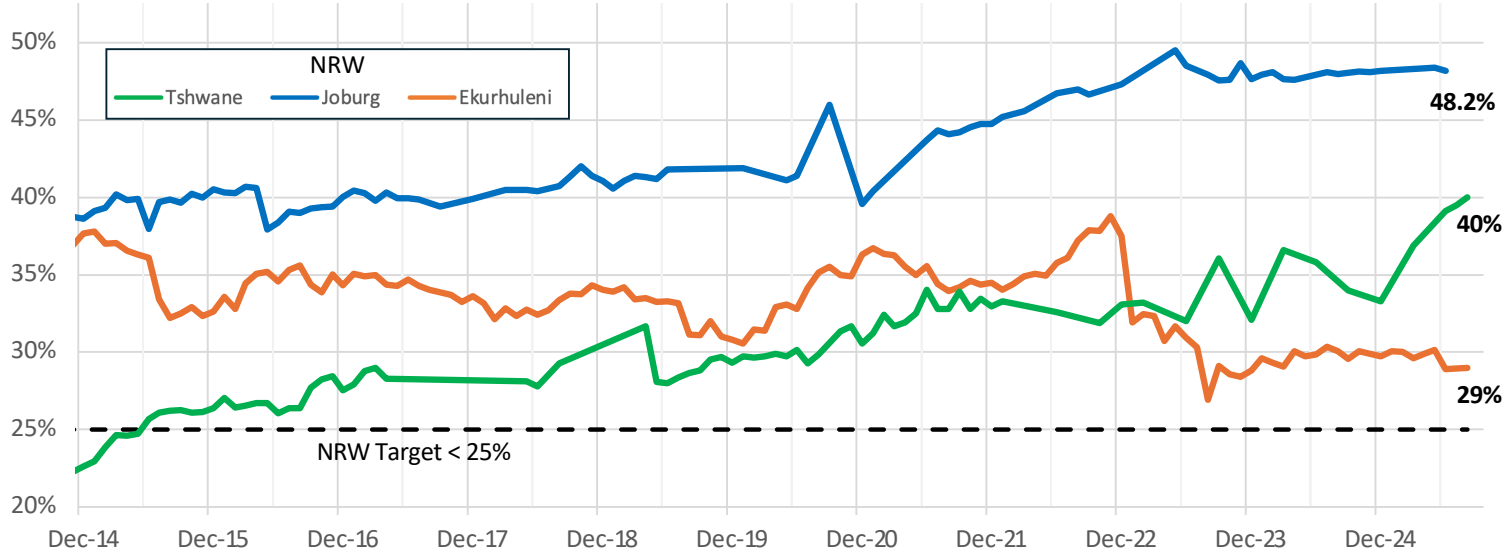


6. RESERVOIR STORAGE LEVELS: The graph indicates the percentage of water storage in the four main strategic Rand Water reservoir systems feeding into Gauteng since mid-October 2024. Palmiet comprises 59% of the total storage volume, Mapleton 23%, Eikenhof 11% and Zwartkopjes 7%. The overall target reservoir storage level (including all smaller reservoir systems too) is 60%, at which point the system has sufficient pressure to feed the entire area. The system has fallen below 40% for the past 3 weeks. Warm weather with limited rain is expected over the coming week. Springtime typically results in increased demand for external use where water is available. This results in outages in high-lying areas when reservoir levels run low. *PLEASE USE WATER SPARINGLY*

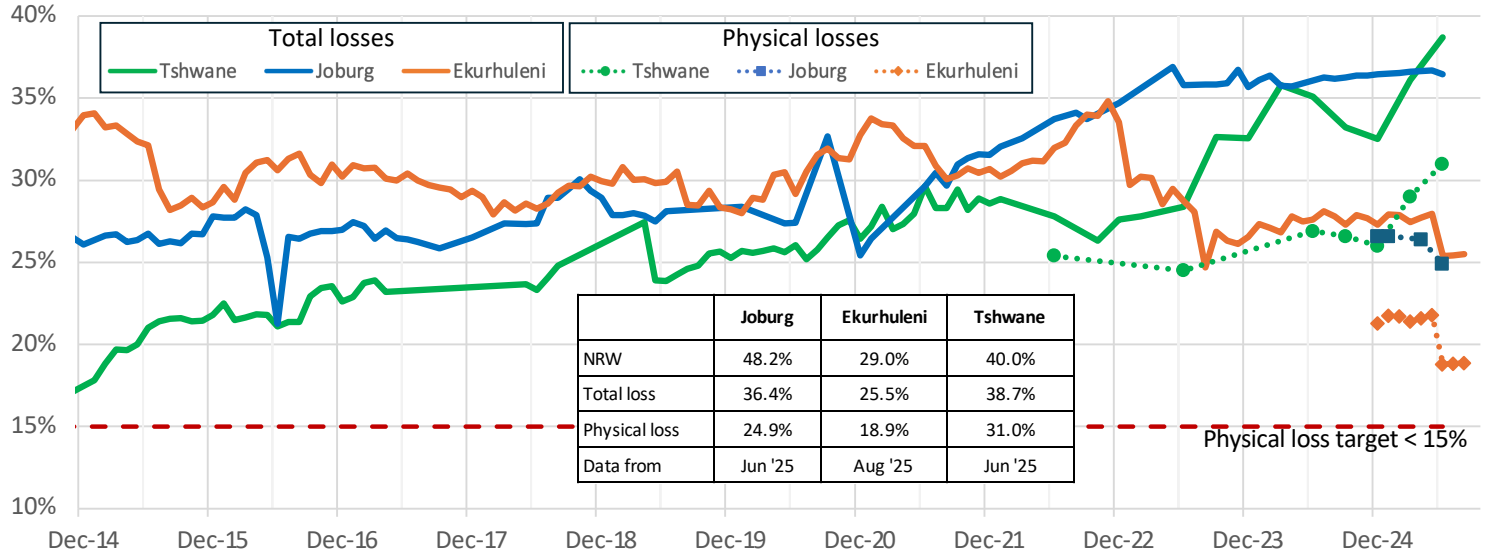


METROS WATER MANAGEMENT

7. NON-REVENUE WATER (NRW) 10-year TREND: This is the volume of potable water distributed for which the municipality receives no income*. The target for municipalities in SA is <25% but the actual NRW is much higher. Ekurhuleni has made progress to achieve <30%. Latest data for Ekurhuleni is for August, and June for Tshwane and Joburg.



8. WATER LOSSES 10-year TREND: This is the volume of water that runs to waste without any user using it as well as water stolen, or under-recorded by water meters. This includes leaks on mains, leaks and overflows on storage infrastructure and on service connections *outside private property boundaries.* The losses shown on the graph include both physical losses and commercial / apparent losses. The target for physical losses is < 15%, and shown below in dotted lines for the last few reporting periods.



	Joburg	Ekurhuleni	Tshwane
NRW	48.2%	29.0%	40.0%
Total loss	36.4%	25.5%	38.7%
Physical loss	24.9%	18.9%	31.0%
Data from	Jun '25	Aug '25	Jun '25

9. PROGRESS ON METRO NRW REDUCTION INTERVENTIONS: The targets for 2025/26 have been set at the same values as the previous year, as implementation of the reduction programs are continuing as per the initiatives listed. Ekurhuleni reduced their overall losses for the financial year by an effective ±7 MLD. This is expected to increase in the year ahead as more of these projects are implemented. Tshwane replaced ±20,000 meters, progressed 7 pressure management projects and replaced nearly 10km of pipeline.

2025/26 NRW Reducing Initiatives	JHB	EKU	TSH
Leaking reservoir / tower infrastructure repair	x	x	
Repair / replacement of Zonal bulk meters	x	x	
Active/Passive leak detection	x	x	x
New pressure management zones and MNF	x	x	x
Retrofitting and removal of wasteful devices	x	x	
By-Law enforcement	x	x	
Water pipe replacement	x	x	x
Meter replacement	x	x	x
EXPECTED SAVING (MLD)	**102**	**15**	**5**

***NRW** = Unbilled authorised use + Water losses
Where Unbilled authorised use, includes:

- Unbilled metered use (e.g. municipal own use, supply to communal taps in informal settlements) and
- Unbilled, unmetered use (e.g. fire-fighting, flushing of mains and sewers, deemed/flat-rate consumption)

And Water losses = Apparent losses + Real losses
Where Apparent losses include:

- Metering inaccuracies (old meters under-read actual use)
- Unauthorised consumption (illegal connections and water theft)

INFORMATION AND CONTACTS

JOBURG:

For information on water outages and to report leaks: https://www.johannesburgwater.co.za/emergencies/

Or call: 0860-JOBURG or find outage updates on X: https://x.com/JHBWater

Check for underground leaks by reading your meter regularly: https://joburg.org.za/services_/Pages/City%20Services/Water%20and%20Sanitation/Water%20and%20Sanitation%20Links/Reading-your-own-meter.aspx

Reading your utility bill and compare to water meter reading: https://joburg.org.za/services_/Documents/Customer%20Service%202020/How%20To%20Read%20Your%20Municipal%20Bill%20Explained.pdf

EKURHULENI:

For information on water outages:

- *https://www.ekurhuleni.gov.za/eku24-7-news/*
- *On Twitter (X): @City_Ekurhuleni and @CoE_Call_Centre*
- *On Facebook: City of Ekurhuleni*

Report leaks at:

- *0860 54 3000*
- *My COE App*
- *On Twitter (X): @CoE_Call_Centre*

Resources for how to use water sparingly:

- *https://www.ekurhuleni.gov.za/eku24-7-news/*
- *On Twitter (X): @City_Ekurhuleni*
- *On Facebook: City of Ekurhuleni*

Utility bill information: https://siyakhokha.ekurhuleni.gov.za/
My CoE app : https://www.ekurhuleni.gov.za/wp-content/uploads/2022/10/A3-Step-By-Step-Guide-To-Submitting-Your-Meter-Readings.pdf or https://www.ekurhuleni.gov.za/press-releases/utility-services/protect-your-water-meter-you-will-pay-for-negligent-damage-or-tampering/

TSHWANE:

For information on water outages and to report leaks: https://www.tshwane.gov.za/?page_id=953

Or call: 080 111 1556 Or whatsapp 087 153 1001
Or find outage updates on X: https://x.com/CityTshwane

Resources for how to use water sparingly:

- *https://waterwise.co.za/site/home.html*
- *https://www.dws.gov.za/campaigns/WaterUseEfficiency/ToolKit.aspx*
- *https://joburg.org.za/Campaigns/Pages/Campaigns/Savewater/Savewater.aspx*
- *https://www.tshwane.gov.za/?p=52404*

Seasonal weather forecast:
South Africa Weather Services publishes quarterly climate outlook report:
https://www.weathersa.co.za/Documents/SeasonalForecast/SCOLF202506_04072025134115.pdf

New Links to water outages & quality issues:
https://watercan.org.za/nowatermap/