



## water & sanitation

Department:  
Water and Sanitation  
REPUBLIC OF SOUTH AFRICA

### INTERNET ARTICLE

#### Government apologises to residents for recent water disruptions

30 September 2014

*The State, through the Department of Water and Sanitation (DWS), has apologised to residents who were affected by the recent water shortage problem in and around Gauteng.*

*In a joint statement issued by DWS and the water Utility, Rand Water (RW), government says the recent water services disruptions which affected the residents of Gauteng over the past two weeks have been both unfortunate and regrettable. "The interruptions have largely been as a result of vandalism and circumstances beyond our control. Gauteng, in particular, experienced a technical glitch which resulted in a disruption of water supply to areas around the province, to the statement.*

*Government acknowledges the shortcomings which have severely inconvenienced people and affected livelihoods. Rand Water technical teams have been worked around the clock to ensure that the situation returns to normal as quickly as possible. Additional water tankers were also dispatched to affected communities. "Whilst water distribution has stabilised, it is still under constant monitoring and residents have not been without water," the statement notes.*

*Affected communities in the City of Johannesburg, in Ekurhuleni, and the City of Tshwane have had their service restored. This would be with the exception of any localised challenges.*

*DWS says the state takes pride in Rand Water as a caring and capable institution that has over one hundred years provided quality service to communities which remain some of our key stakeholders. We are also proud of the Blue Drop status the affected municipalities enjoy, emphasizing the good quality water provided by Rand Water to our people.*

*A dedicated 24 Hour Emergency Line has been put in place to assist residents who are still experiencing an intermittent disruption of water supplies. The well oiled joint communications committee will ensure that there will be a better line of communication between government and communities.*

*"We would like to extend our gratitude to the people of Gauteng, across all affected municipalities, who have heeded the call to – as far as possible – conserve water during this challenging time. This will go a long way in ensuring we meet the two week turnaround time that we have set for ourselves to ensure that a full service of water is returned to all communities. This has also been a lesson for us as government, as well as the affected communities, to work on a sustainable approach towards water conservation. Under the leadership of the national Department of Water and Sanitation, a consolidated strategy across the water provision ecosystem to enhance the existing water supply risk management to communities has been initiated. We need to continue working together across all spheres of government – including our entities – to ensure that we conserve water, which is one of our most precious commodities," the statement noted.*

**Ike Motsapi**

**Issued by the Department of Water & Sanitation**



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