



water & sanitation

Department:
Water and Sanitation
REPUBLIC OF SOUTH AFRICA

INTERNET ARTICLE

Report burst pipes

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Residents must not be fed up with reporting water leaks and burst pipes to their respective municipalities; even if you have to report the same query a number of times. The municipality relies on citizens to tirelessly execute their responsibility of reporting the leaks.

A case in point is when the main water pipe in Highfern Road, Durban, burst four times in the space of three years, causing water to rush down the road. Although the municipality sent out an engineer to investigate and fix the problem, it was not immediately resolved. When the community initially reported the pipe burst, the technicians were quick to respond and fix the problem. However the pipe burst in different places each time after being repaired. During the time water was gushing down the road a lot of waste was caused. Residents agreed that they could not fault the municipality because each time they were contacted they dutifully repaired the pipe.

It was also necessary to carry out inspections to see if inferior products were used.

The procedure is that each time something happens, the affected residents should phone the municipal call centre and get a reference number, whether it's a burst pipe or water leak. According to the municipality rules, the problem should be sorted out within 48 hours. Although there are calls by the residents for the municipality to be more proactive in detecting and fixing leaks, which is correct, the fact is that the municipality relies on residents to tell them where the leaks are.

The municipality is happy when its customers come forward with information to help reduce water losses. These alerts are imperative as they reduce water loss significantly and the municipality is quick to attend to such areas and minimise the effects caused by broken sewer or water pipelines. The municipality resources are then managed optimally, and because it has a direct financial impact on water tariffs, residents can actually see the benefit.

Residents need to diligently assist in alerting the municipality to these problems. The municipalities value this symbiotic relationship and would like to share with them the different ways through which they can be contacted. Residents can contact most municipalities 24 hours a day and seven days a week. They can contact the office or the call centre on the toll free number.

Thabang Molai

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