



PUBLIC NOTICE

WATER SUPPLY INTERRUPTION

18 FEBRUARY 2024

ATTENTION: RESIDENTS OF MERAFOG CITY

RE: UPDATE ON THE WATER SUPPLY INTERRUPTION AROUND MERAFOG CITY

On Friday the 16th of February 2024, there was a burst of the pipe supplying water to Merafong and that resulted in some areas not to have access to water.

On Saturday 17th February 2024, the Municipal Manager (MM) of Merafong City Local Municipality tried to contact the Chief Executive Officer (CEO) and the Chief Operations Officer (COO) of Rand Water telephonically without any success.

In the morning of Sunday 18th February 2024, the MM tried several times to contact the Chief Executive Officer and the Chief Operations Officer (COO) of Rand Water telephonically and could only get hold of the Chief Executive Officer (CEO) around noon and agreed to a meeting in an hours' time, which did not materialize.

In the afternoon, the MM received a call from the CFO of Rand Water. On the discussions, the CFO indicated that there was no instruction sent out to their technical team to restrict the supply of water to Merafong and the matter will be escalated to their technical team for investigation.

The municipal manager then requested an urgent meeting with the executive managers of Rand Water and Merafong City Local Municipality which is scheduled for Monday 19th February 2024, to discuss the following items:

1. The resolution of the technical issues around the supply of water to Merafong City.
2. The discussion of the payment agreement on the historical debt that is over 800 million rands owed by Merafong City Local Municipality to Rand Water, and
3. The discussion of the payment agreement on the current account.

The Merafong City Local Municipality has launched the Nngwe ka nngwe payment incentive scheme as one of the financial recovery initiatives. The nngwe ka nngwe payment incentive scheme will assist the municipality to recover the money owed to it by its customers and that will assist the municipality to pay off the historical debts, such as the debt owed to Rand Water. The municipality will, as a matter of urgency implement very strict credit control measures.

For the time being, the municipality is sending out water tankers to supply the affected areas with water. The residents of Merafong City are urged to remain calm as the municipality is working on finding a solution to the current water supply issue with the Rand Water. More updates will be communicated after the meeting with the Rand Water management that is going to take place tomorrow.

The management of Merafong City Local Municipality sincerely apologize for the inconvenience caused to the residents of Merafong and understands the significance of the matter.

Electronically signed

Dumisani D. Mabuza
MUNICIPAL MANAGER

OUR VISION: An economically sustainable, community oriented and safe City

Fraud Hotline: T| 080 1111 633 SMS| 49017 E| gpethics@behonest.co.za