

# Phoenix residents angered by interruption of water supply

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HOW CAN we be without water for almost a week?

This was the angry question several Phoenix residents asked following a huge water supply problem in the area.

Residents in various parts of eThekweni have been left without water since Monday, owing to a power failure.

Ednick Msweli, deputy head of water and sanitation operations, said the level of Reservoir 3 in Durban Heights had dropped severely after a seven-hour power outage last Saturday.

"This outage prevented the supply from Wiggins Waterworks from starting up, thus creating the additional demand on Durban Heights Reservoir 3," Msweli said.

Many areas, such as Phoenix, Ntuzuma, Newlands and Quarry

Heights have been left without water, and while residents say a three-day water interruption supply was understandable, three more days was not acceptable.

"How can one power outage result in this? How can it take so long for the water to be supplied?" asked Lenham resident Ridwaan Mahomed. He said that while there were water tankers arriving in their areas erratically, they weren't going to all areas.

"How can old people walk with the buckets to collect water? We need a better service," he said.

Another Phoenix resident said they were struggling without water, and couldn't believe it could take that long to reconnect the water supply.

Msweli said half of the Phoenix area was affected.

The problem at the pumps had been fixed, but the supply of water

was not meeting the demand.

"We have spoken to Umgeni Water and they have increased their supply of water to the reservoir from 300 to 400 megalitres."

He added that because the reservoirs were dry, they were struggling to "recover" the lost days of water supply.

He estimated that it would take another three days.

However, Shami Harichunder, spokesman for Umgeni Water, said Umgeni had been delivering water to the reservoir in bulk.

"Once it gets to the reservoir it is eThekweni's duty to supply the residents," he said.

Harichunder said the reservoir was 75 percent full. "This means that once the 25 percent left is filled, the reservoir will have reached its capacity, but it should take two to three days to reach that capacity," he said.

