

Water Shortages in parts of Queensburgh and Northdene:

These are the Facts

Issued by the Corporate Stakeholder Management Unit, Office of the Chief Executive

Umgeni Water

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A message is currently circulating on Whatsapp, alleging that the water system in Mosely, Northdene and Nirvana Hills is “still struggling and this will continue until Umgeni Water is able to supply the City with enough water to supply the City with the required amount of water it needs”. The words in quotes are as they appear in the Whatsapp message.

The text message ends with Cllr Chris van den Berg, suggesting that this message was purportedly issued by the Councillor named in it.

Umgeni Water wishes to put the record straight on the above matter in order to remove any misunderstanding that may exist.

The reservoir that supplies Mosely (Queensburgh), Northdene and Nirvana Hills (Northdene) is operated by eThekweni Water and Sanitation, the entity of eThekweni Metro that is responsible for providing water to consumers within the eThekweni region. The reticulation reservoir receives potable water from Reservoir 2 at the Durban Heights Water Treatment Plant. The Durban Heights plant is operated and managed by Umgeni Water.

In response to the Whatsapp message in question, Umgeni Water conducted an investigation.

This is what emerged from the investigation: production of potable water at the Durban Heights plant is constant and has been in this consistent state despite severe flood damage to two of the four aqueducts that supply raw water to the Durban Heights plant. While the Durban Heights plant is contracted to supply 200 megalitres (200 million litres) per day into the southern aqueduct, there has not been any restrictions in supply to eThekweni Metro’s reservoir that distributes potable water to the areas mentioned in the Whatsapp message since the occurrence of the recent floods. This means that Umgeni Water is meeting in full its contractual obligations in respect of water supply to the central and inner west areas.

UMGENI WATER

HEAD OFFICE • P.O.Box 9 • Pietermaritzburg 3200
310 Burger Street • Pietermaritzburg 3201 • Republic of South Africa
Telephone (033) 341-1111 • Fax (033) 341-1084
E-mail: info@umgeni.co.za • Internet: <http://www.umgeni.co.za>