



Public Service Announcement Form

To proactively inform residents about service delivery disruptions in the city i.e., water and electricity outages, road closures and non-collection of refuse among others, line departments are requested to timeously inform the Communications Unit by completing the form below.

Date issued: 06th February 2025

Name of unit

WATER AND SANITATION, Water Operations – Water Networks Branch - North Region

Service affected.

**WATER SUPPLY INTERRUPTIONS – WATERLOO RESERVOIR-KATZKOP RESERVOIR
– UMDLOTI RESERVOIR SUPPLY ZONES**

Cause of service interruption

Please note that **Waterloo reservoir**, due to inadequate/restricted pumping, is very low this morning . This directly affects the **Katzkop and Umdloti reservoirs** as well as it is located directly downstream fo waterloo reservoir

Once this is resolved pumping to all reservoirs will resume as normal however, please note that certain reservoir outlets may only be opened much later after pumping resumes and adequate levels are achieved. We (EWS)are busy liaising with Umgeni Uthukela Water in this regard

Affected areas.

Item No.	Reservoirs Affected	Road Names affected
1	Waterloo Reservoir	South Ridge, Katzkop reservoir zone, waterloo area, Parkgate, Ottawa, Temple Valley, Hammond's farm, Sibiya casino, Umdloti area
2	Umdloti/Bellamont Reservoir	Umdloti Precinct, North Beach Road, South Beach Road

Action being taken.

The EtheKwini is working with Umgeni Water to resolve this matter. Most if not all the above-mentioned reservoir's outlets will be closed even during the course of today 06.02.2025 to build up storage

When will the issue be resolved?

Estimated timeframe: Unable to establish currently

Who to contact?

EWS Control Centre, EWS Contact Centre

Telephone: 080 311 11 11 choose option 2 for water related queries

Email: eservices@durban.gov.za