



## MEDIA RELEASE

19 June 2024

### DE DOORNS WATER SUPPLY CHALLENGE

On 22 May 2024, The Hex Valley Water Users Association (HVWUA) informed BVM of the limited availability of raw water supply from 3 – 17 June 2024, due to the connection of the new supply line commissioned by the HVWUA. As a result, the raw water availability at the De Doorns Water Treatment Works was reduced with 50%, thus triggering intermittent supply to the reservoir and end users, particularly De Doorns East, De Doorns West and Stofland.

On 14 June 2024, the HVWUA informed BVM that it had revised the anticipated completion date to 20 June 2024 due to technical problems experienced during the connection of the new supply line. Considering the revised completion date, BVM anticipates that intermittent water supply will continue until 22 June 2024, as the reservoir must be refilled to appropriate storage levels before a full level of service could be restored. Refilling may only commence upon completion of the connection of the new supply line. BVM will ensure that affected residents are adequately informed of the progress of connection, potential delays and subsequent mitigation measures that will be implemented where applicable.

In the interim, a 35 000l water tanker has been dispatched to De Doorns, stationed at the De Doorns Fire Station for strategic and safety reasons. Residents may visit the De Doorns Fire Station to collect water with their own containers. In addition, a smaller 5 000l water tanker has been dispatched on a roaming-basis to directly service the higher laying affected areas of Stofland (from 8th Avenue to 1st Avenue, highest to lowest point), Donkerhoek, Lubisi and Weltevrede. Water is delivered directly to affected households residing in the aforementioned areas. The tanker's supply capacity is anticipated to last 2 hours, after which it will return to the primary tanker for refilling, before reconvening direct water supply from the last point of supply.

Finally, residents may rest assured that the water supplied from both water tankers are frequently tested to ensure safe human consumption. The water remains safe to drink. We apologise for the inconvenience caused in this regard but assure the community that we are rigorously engaging the HVWUA to ensure a reinstatement of the full level of service within the shortest possible timeframe.

**Issued by the BVM Media & Communications office.**

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