

GUIDE ON WATER RATIONING (REDUCED WATER SUPPLY)

All water users across the metro should expect water rationing (reduced water supply) to help see Team Cape Town through this drought.

Reducing water usage is a vital intervention to help see the City through the summer ahead. With the help of most of our residents, as well as our water pressure management, leak detection and water management device programmes have brought water usage down substantially. However, further critical measures such as advanced pressure management must be implemented and intensified to avoid a day where our taps will run dry. We must do everything in our power now to avoid this. Our City teams are working 24/7 to ensure that, with the help of all our water users, we continue to save the water we have. At the same time, every effort is being made to make additional water supply available.

HOW DOES PRESSURE MANAGEMENT SAVE WATER?

If we reduce the rate at which water flows to the taps of our water users, we bring down the water usage. If the pressure is lower, less water flows during a given time when you open the tap and water wastage is minimised.

HOW COULD IT AFFECT MY PROPERTY?

The City's water reticulation network has been designed as a continuous supply system which should remain pressurised 24 hours per day. This means that the pipes should always be filled with water. Under normal operating conditions the system provides water at pressures between 2,4 and 9 bar.

The City is currently implementing Phase 1 of the Critical Water Shortages Disaster Plan which requires advanced pressure management. Operational staff has and continues to lower the water pressure across the City, but the intention is to keep the system pressurised to at least one bar at the highest point in the zone.

Theoretically everyone living at ground level should have water supply at their metered connection. High-rise buildings and dwellings located 10 m higher than road level will be impacted indefinitely unless there are pumps on the property.

When many users use water at the same time, there is a peak in demand. This happens when people do laundry in the morning or shower at about the same time during the day. This peak (typically between 05:00 and 09:00 and between 17:00 and 21:00) will draw down the system, creating a temporary water interruption. In this case, the system should recover once the demand decreases when the washing or shower is over. Residents in higher-lying areas are more likely to experience water interruptions as their water supply depends on their neighbours in lower-lying areas in the same pressure zone.

This is like continuously filling a bucket full of holes. The bottom holes will have the highest pressure and will drain more water than the holes higher up. Water will at first drain from all the holes but as the water level drops, the holes higher up in the bucket will start trickling until the level water level drops past the hole and no more water will flow. If the holes at the bottom are plugged, the water will slowly rise to the top again.

THINK WATER
CARE A LITTLE. SAVE A LOT.



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Once pressure management zone is set up it is maintained at the set pressures. Pressure management related water outages are not planned. The outages and duration of outages depend on the water usage of the users in that area. Because we cannot physically control the behaviour of users, we cannot guess how long it will take for an area to get its water usage down to what is required. Therefore the City cannot provide any schedules.

Please follow City of Cape Town alerts on Twitter for service updates at <https://twitter.com/CityofCTAlerts>. The City will make as much information available as possible when pressure management is under way in an area.

This really is a necessary step in our efforts to beat the drought with the help of our residents.

WATER RATIONING GUIDELINES

DO:

- Keep only between 5 and 10 litres of water for drinking use only for the household during rationing. Keeping more means that no water is saved.
- Keep additional water for pets. Pet owners should use their own discretion.
- When you experience a loss of water supply, and before you contact the City's call centre, please check whether your neighbour has water on his property. Higher-lying properties in a zone or properties more than 10 m above the municipal water connection at road level are at a higher risk of a water interruption. Such properties are encouraged to check for water supply from a tap at the lowest point on their property. Trickle flow between peak periods should indicate that the system is drawing down due to higher demand. The supply should improve after a period of time.
- If you live in or operate from a multi-storey building, ensure that the water supply system (booster pumps and roof-top storage) is in working order in compliance with the Water By-law (<http://cct.gov.za/xAjse>).
- Ensure that all taps are closed when not in use to prevent damage/flooding when the supply is restored. The City is not liable for any impact on or damage to private infrastructure resulting from the water rationing or associated operations, in accordance with the Water By-law (<http://cct.gov.za/xAjse>).
- When supply is restored, the water may appear to be cloudy from the extreme pressure reduction. Please do not waste the initial water. Store it and use it for flushing.
- Store essential water in a cool, dark place away from light and dust.
- Water bottles must remain sealed to prevent contamination.
- Ensure that all fire extinguishers are in legal working condition. If possible, get fire extinguishers or add more to what you currently have.

DO NOT:

- **Do not** store excessive municipal water.
- **Do not** waste a drop of water when supply is restored. Save any cloudy water for flushing.
- **Do not** drink greywater.

Please note that water restrictions and water usage targets may be changed at short notice in an effort to respond to the crisis at hand.

Please visit www.capetown.gov.za/thinkwater for more details about:

- Water rationing
- How to check for leaks on your property
- How to save water
- How to use greywater
- Water management devices
- Additional resources and latest information

Residents can contact the City via email on water@capetown.gov.za or they can send an SMS to 31373 for all water-related queries.