

23 October 2026

Mr J. Mettler  
City Manager  
City of Tshwane Metropolitan Municipality  
PO Box 440  
PRETORIA  
0001

By email: Office of the City Manager (attention Ms N. Snyman)  
NinetteB@tshwane.gov.za

Dear Mr Mettler

### **EVIDENCE REQUIRED FOR URGENT WARNING TO RESIDENTS TO REDUCE WATER CONSUMPTION**

AfriForum refers to the City's urgent public warning calling on residents whose water is supplied by the Klapperkop and Garsfontein systems to reduce their water consumption.

AfriForum does not dispute that residents should use water responsibly or that higher summer temperatures can increase demand. However, the City's warning appears to place responsibility on end users without providing evidence that their consumption is abnormally high.

This is particularly concerning given recent failures within Tshwane's own water infrastructure. On 19 October, a pipeline coupling failure at Garsfontein Reservoir disrupted water supplies to three wards. On 21 October, the City of Tshwane confirmed that sewage contamination had entered the water supply from Findlay Reservoir following a burst sewer pipe, requiring the reservoir to be emptied and the system flushed.

While these incidents took place, residents were told to use less water. They also raise an obvious question: how much water is being lost because of failures within the municipal system itself?

The latest Monthly Dashboard for a Water Secure Gauteng records Tshwane's total water losses at 43,8% and physical losses at 35,0%, more than double the stated target for physical losses of 15%.

AfriForum therefore requests that the City of Tshwane provide:

1. evidence, based on metered and billed consumption, that end-user water consumption in Tshwane is currently above normal seasonal levels.

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**Member Affairs – Email:** ledesake@afriforum.co.za • **Directors:** Ms A. Bailey, Mr P.J.W. Buys, Dr H.K. Coetzee, Mr P.L. Dekker, Mr F.J.D. de Klerk, Mr G.R. de Vries,  
Dr D.J. Hermann, Mr C.M. Kriel and Dr R. Pretorius. • **Company Secretary:** Mr W.A. Vogel.  
**Registration number:** 2005/042861/08 • **NGO number:** 054 - 590

2. the proportion of current water demand attributable to actual end-user consumption versus physical losses, commercial losses and unauthorised use.
3. the quantity of water lost because of the Garsfontein Reservoir failure and the quantity of water discarded from Findlay Reservoir following the contamination incident.
4. the findings of the investigations into the causes of both incidents, including whether maintenance, ageing infrastructure or pressure management contributed to them.

Residents should use water responsibly. However, they should not be left with the impression that they are primarily responsible for Tshwane's water pressure when the municipality itself reports physical water losses of 35%.

Responsibility must follow control. Residents control the taps in their homes. The City of Tshwane controls the pipes, reservoirs, pressure management, maintenance and repairs.

We therefore request a substantive response within five working days, given the urgency of the current situation.

We look forward to your response.

Kind regards

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