17 November 2026

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

By email: citymanager@tshwane.gov.za

CC: Office of the City Manager
Ms N. Snyman
NinetteB@tshwane.gov.za

Dear Mr Mettler

OUTSTANDING RESPONSES AND URGENT ACTION ON WATER LOSSES AND INFRASTRUCTURE FAILURES

AfriForum refers to its correspondence of 23 and 29 October 2026 concerning the Tshwane Metro's water supply crisis, recurring leaks and excessive water losses. Neither letter has received a substantive response. We therefore reiterate our requests for answers and urgent corrective action.

The Monthly Dashboard for a Water Secure Gauteng, dated 30 October 2026, recorded total water losses of 44.3% and physical losses of 35.0%, against a stated physical-loss target of less than 15%. Our review of published media reports also identified at least 17 significant leaks, pipe bursts or related infrastructure failures between 1 October 2025 and 28 October 2026. These findings raise serious questions about the Metro's management and maintenance of its water distribution network.

On 12 November 2026, the Metro announced the immediate implementation of level 2 water restrictions for an initial 30-day period, accompanied by higher consumption tariffs. The Metro stated that its September consumption exceeded its permanent Rand Water allocation by approximately 34%, and that Rand Water had requested a reduction of approximately 200 megalitres per day.

However, on the morning of 16 November, the Metro announced that implementation would be postponed, without providing reasons or a revised implementation date, only to announce its immediate reinstatement later that evening.

This succession of contradictory announcements, without a clear explanation for the reversal, does little to inspire confidence in the Metro's handling of the water crisis. It also creates unnecessary uncertainty among residents about the restrictions and applicable tariffs.

AfriForum recognises the need to protect bulk water supply. However, the Metro must explain these abrupt reversals and why residents are expected to reduce consumption and face higher tariffs while substantial water losses from its own distribution network remain unresolved. Water restrictions may provide temporary relief, but they cannot substitute for effective infrastructure maintenance and the reduction of avoidable water losses.

AfriForum has also published a public awareness video explaining the extent of the Metro's water losses and the importance of distinguishing water supplied into the system from actual consumer consumption. The video can be viewed at: https://youtu.be/bjqrvjVentU?si=YJEj5BAMfA8ZjiWS.

We therefore reiterate our request that the Metro provide the following in writing:

1. **Outstanding correspondence.** A substantive response to all outstanding questions raised in our letters of 23 and 29 October 2026, including the status of reported leaks and infrastructure failures.
2. **Immediate corrective action:** The specific steps being taken to repair major leaks and reduce water losses over the next 30 days, irrespective of whether water restrictions are implemented.
3. **Long-term intervention:** The Metro's programme for permanent repairs, proactive leak detection and infrastructure replacement, including its funding, implementation timeframes, measurable targets and arrangements for reporting progress to the public.
4. **Water-loss figures:** Confirmation of the Metro's latest verified water-loss figures and a brief explanation of how these are calculated.
5. **Water restrictions and tariffs:** An explanation for the introduction, postponement and subsequent reinstatement of level 2 restrictions, confirmation of the effective date of the associated higher tariffs, how the Metro intends to use any additional revenue generated by these tariffs, and the criteria and timeframes for lifting the restrictions.
6. **Consumption and accountability:** An explanation of how physical and commercial water losses are accounted for when assessing the Metro's consumption against Rand Water allocations, and how the Metro intends to prevent residents from bearing an unfair financial burden for avoidable municipal losses.
7. **Required consumption reduction:** An indication of how the approximately 200 megalitres per day reduction requested by Rand Water will be achieved, specifically the contribution expected from municipal leak reduction compared with reduced consumer consumption.

We request a substantive written response within two business days of receipt of this letter. Should the Metro be unable to respond fully within this period, it must indicate which matters remain outstanding, the reasons for the delay and when a complete response will be provided.

The repeated changes to the implementation of water restrictions do not diminish the urgency of addressing the Metro's water losses and infrastructure failures. AfriForum maintains that the Metro must take responsibility for these failures and communicate openly and consistently with residents about the measures being taken to resolve them.

AfriForum reserves all rights and remedies available to it in law should adequate information and meaningful action not follow.

Yours sincerely

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