



Public Service Announcement Form

In order 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: 24 April 2026

Name of unit

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

Service affected

Water Supply

Cause of service interruption

There is water supply challenge at Northern Aquaduct due to low storage at Durban Heights Water works. All high areas are experiencing water shortages.

Affected areas

Affected areas will be Westham, Trenance Manor, Ghandi Settlement, Lenham, Ferham, Brookdale Whetstone, Bhambayi, Amaoti, Avoca, Effingham, Glenhills, Glen Anil, North Coast Road, Redhill, Greenwood Park, Castlehill, B5, Westridge, Riverdene, Newlands West, Earlsfield, Briardale, Mount Edgecombe Hospital, Mount Edgecombe Estate, Broadlands, Southgate, Stonebridge, Clayfield, Campbells Town, Greenbury, Sunford, Hannaford, Phoenix Highway, Longcroft, Longbury, Plaza, Southbury, Eastbury, Grove End, Sastri Park, Caneside, Canehaven, Woodview, La Lucia, La Lucia Mall, Glenashley, Beachway, Durban North, Glenashley, Seacow Lake, Parlock, Springfield Industrial, Riverside, Kenville, Newlands East, Cornubia, Ottawa, Palmview, Trenance Park, Sunningdale, La Lucia, & Mall, Glenshley, Glen Anil, Somerset, Umhlanga, La Lucia Ridge, Glen Anil, Glenhills, Redhill, Durban North Area, Athlone, Japanese Garden, Riverside, Dawncrest, Oaklands, Surya Heights, Sanna Township, Rietriver, Mountview, Parkgate, Trenance Old Phase, Newlands East, V.N. Naik School, Riverhorse Valley, EtheKwini Hospital, Redfern, Phoenix Industrial Park, Fernham, Whetstone, Bridge City, Mountview Area, Brindhaven, Southridge, Glenhaven, Avocahills, Corovoca, Khabazela, Duffs Road, Quarry Heights, Mount Moriah, Corobrick Industrial, Kwamashu Section A,B,C,D, E,F,G, Siyanda, Ntuzuma F, Ntuzuma G, H and part of M section Kwa mashu, Inanda A, B, C, Bester area, Mshayazafe area, Ntuzuma A,B,C,D,F, Richmond farm, Lindani areas, Inanda A, Inanda Glebe, Machobeni, Mtshebeni, Stop 8, Ohlange, Dube Village, Langalibalele, Matikwe, Tambo area, Shembe Village, Tafuleni, Soweto, I

Action being taken

Please use water sparingly. Water Tankers will assist where necessary.

When will the issue be resolved

Estimated timeframe: It is anticipated that water supply be restored when water storage has improved.

Who to contact

EWS Control Centre, EWS Contact Centre

Telephone: 080 3111111

Email: eservices@durban.gov.za

WHO TO CONTACT

PLEASE EMAIL THE COMPLETED FORM TO:

MANDLA NSELE: mandla.nsele@durban.gov.za

VUKANI MBHELE: vukani.mbhele@durban.gov.za

MDUDUZI NCALANE: mduduzi.ncalane@durban.gov.za

GUGU SISILANA: gugu.sisilana@durban.gov.za