



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: 21 July 2026

Name of unit

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

Service affected

Water Supply

Cause of service interruption

Major leak on the Northern aqueduct in the vicinity of M25 highway hence the emergency shutdown to undertake repairs.

Affected areas

All areas supplied by reservoirs fed from Umngeni-Uthukela Water Durban Heights WTW through the Northern Aqueduct will experience water supply interruptions during the shutdown.

The affected reservoirs include:

Phoenix 1: Mount Edgecombe Hospital, Mount Edgecombe Estate, Broadlands, Southgate, Stonebridge, Clayfield, Campbells Town, Greenbury

Phoenix 2: Sunford, Hannaford, Phoenix Highway, Longcroft, Longbury, Plaza, Southbury, Eastbury, Grove End, Sastri Park, Caneside, Canehaven, Woodview

Phoenix 3: Redfern, Phoenix Industrial Park, Fernham, Whetstone, Bridge City

Phoenix 4: Westham, Trenance Manor, Ghandi Settlement, Lenham, Ferham, Brookdale Whetstone, Bhambayi, Amaoti, sunford

Phoenix 5: Woodview, Cornubia, Ottawa, Palmview, Trenance Park

Phoenix 6: Mount Mariah and Corobrick

Montview: Mountview Area, Brindhaven, Southridge, Glenhaven, Parkgate, Rietriver

Trenance 1 Reservoir: Dawncrest, Oaklands, Surya Heights, Sanna Township, Rietriver, Mountview, Parkgate, Trenance Old Phase

Trenance 3 : Amaoti, Trenance Park New & old Phase, Redcliffe, Buffelsdraai, Groenburg Estate

Aloes: Avocahills, Corovoca, Khabazela, Duffs Road, Quarry Heights

Newlands 1: Castlehill, B5, Westridge, Riverdene, Newlands West, Earlsfield, Briardale

Newlands 2: Hillgrove, Briardele, Newlands East, Fossa

Newlands 3: Newlands East, V.N. Naik School, Riverhorse Valley, Ethekewini Hospital

Newlands 4: Riverdene, Westrich, Newlands West

Umhlanga North: Umhlanga CBD

Umhlanga South: Umhlanga CBD, La Lucia

Umhlanga 2 Reservoir: Umhlanga Area, Umhlanga Ridge, Prestondale, Ilala Ridge, Hawaan Forest, Umhlanga Manors, Westridge, Blackburn Village

Durban North Reservoir HI and Durban North LL: Redhill, Durban North Area, Beachway, Athlone, Japanese Garden, Riverside

Virginia Reservoir & Tower: Glen Anil, Glenhills, Umhlanga

Sunningdale Reservoir and Towers Sunningdale Tower North: Sunningdale, La Lucia, & Mall, Glenshley, Glen Anil, Somerset, Umhlanga, La Lucia Ridge

Ambleside Reservoir: La Lucia, La Lucia Mall, Glenashley

Effingham Reservoir: Avoca, Effingham, Glenhills, Glen Anil, North Coast Road, Redhill, Greenwood Park,

Tafuleni Reservoir & Tower: Amaoti, Ngoqokazi area

Kwamashu 1 Reservoir: Kwamashu Section,K,J,L,M,N,F,G,H, B5

Kwamashu 2 Reservoir: Kwamashu Section A,B,C,D, E,F,G, Siyanda

Kwamashu 3 Reservoir: Ntuzuma F, Kwamashu L, Kwamashu N

Ntuzuma 3: Ntuzuma F, Ntuzuma G , H and part of M section Kwa mashu, Inanda A , B ,C , Bester area and Mshayazafe area

Ntuzuma 4 Reservoir: Ntuzuma E, Ntuzuma F, Soweto, Inanda Newtown A, Lindelani A Section

Ntuzuma 7 : Ntuzuma A,B,C,D,F, Richmond farm and Lindani areas

Amaotana : Matikwe,Mzinyathi,Silwane ,Mgangeni,Senzokuhle and Amatata

Action being taken

The Northern Aqueduct has been isolated following the major leak in the vicinity of M25 highway near Duffs road. Due to severe flooding in this area all three pipelines of the Northern aqueduct had to be isolated on the 21st July 2026 to allow for dewatering and water diversion so repair teams can access site. The repair work will then commence on the 22nd July 2026 immediately after dewatering the site.

When will the issue be resolved

It is anticipated that repair work will be completed midnight on the 22nd July 2026 following which filling of all reservoirs will commence. Water supply restoration will vary per system depending on demand.

Who to contact

EWS Control Centre, EWS Contact Centre

Telephone: 080 3111111

Email: eservices@durban.gov.za