



Dear Residents of Johannesburg,

Over the past few weeks, many of you have taken to the streets or used community meetings and online platforms to express your anger, frustration and exhaustion over ongoing water outages in parts of our City.

I have listened to the heartfelt pleas of residents who feel abandoned—mothers unable to cook for their children, elders struggling to maintain their homes, and business owners fearing for their livelihoods. I recognise the deep sense of helplessness and distress that comes when such a basic need is out of reach. Please know I see you, I hear you, and I am deeply moved by your experiences. Your concerns are not only justified but also urgent.

Water is not a privilege — it is a basic right. When that right is disrupted, it affects the dignity, health, and the daily operations of every household. I feel a profound responsibility to ensure that the City responds with urgency, honesty, and real action. I want you to know that your hardships weigh heavily on me. That's why I am committed to finding solutions that honour your resilience. Many residents have directed their anger at me personally. I understand this anger, and I do not shy away from it. Leadership, especially in times of crisis, means being accountable and standing with those who are hurting.

The challenges we face—ageing infrastructure, system strain, rising demand, and operational setbacks—are real, but I know that behind every technical explanation are families and individuals whose lives are disrupted. I must also address a concerning trend that has emerged during this difficult period. While residents are struggling, some DA councillors have chosen to exploit the crisis to score cheap political points rather than contribute to real solutions. Johannesburg's water challenges are not a stage for political theatre. They require responsible leadership, cooperation and honesty.



Spreading fear, misinformation or using residents' pain for headlines does not bring water back to people's homes. My administration remains focused on fixing infrastructure, stabilising operations and improving communication — not on political grandstanding. We welcome constructive oversight from all parties, but we reject opportunism that undermines public confidence at a time when unity is needed most. We are also working closely with provincial and national governments to secure additional support as the scale of our water challenges requires collaboration beyond the City.

One of the strongest messages from residents has been that communication must improve. I accept that trust has been shaken and rebuilding it will require consistent delivery and transparency.

Johannesburg's water system is under immense pressure. High consumption, infrastructure constraints and population growth have all contributed to the strain we are experiencing today. While the City accelerates upgrades and repairs, we also call on residents to help conserve water wherever possible. Every litre saved helps stabilise the network and protects supply for hospitals, schools and vulnerable communities.

This moment calls for unity rather than division. Protests and public outcry reflect genuine pain, and my commitment is not to dismiss those voices but to work alongside residents toward solutions. We will continue to engage openly, respond with urgency and prioritise investments that strengthen Johannesburg's water security for the long term. To every resident who feels frustrated, unheard, or angry—please know that your voice truly matters to me. Your plight, your struggles, and your hopes are not lost in the noise of bureaucracy.

Until next time,

Johannesburg Executive Mayor Councillor Sello Dada Morero

