

## **Road reinstatements following pipe repairs and meter replacements**

Excavations are needed to repair water/sewage pipelines, or to replace burst/ leaking pipes and water meters. These holes are temporarily filled and levelled with gravel to ensure an even surface, before the final finishing or reinstatement is done. Some residents may have noted a delay in these 'reinstatement' repairs to roads, verges and pavements.

Due to the City's capacity constraints, the reinstatements are often outsourced to contractors as 'works projects'. Every works project requires proper contractual administration which typically involves these steps before any work can commence:

- defining the scope of works,
- consultation and agreement with the contractor and
- creation of a purchase order.

The City has to do this as it is committed to good governance and spending public money responsibly.

It is unfortunately not practical to manage each reinstatement as an individual works project and therefore works projects are made up in batches. This process could delay reinstatements for two months or more.

The City acknowledges the frustration that these delays can cause. The Water and Sanitation Department is collaborating with the Transport Directorate on possible solutions to speed up the process.

We thank you for your patience and urge you to report any cases where the temporary filling and levelling of roadways or sidewalks poses a risk of damage to property/ vehicles or public safety.

To report this or any water and sanitation problems, use **ONE** of these channels:

- **WhatsApp** 063 407 3699
- **Call** 0860 103 089 (choose option 2: water-related faults)
- **Email** [water@capetown.gov.za](mailto:water@capetown.gov.za)
- **SMS** 31373 (max of 160 characters)
- **Online** service request at [www.capetown.gov.za/servicerequests](http://www.capetown.gov.za/servicerequests)

Please stick to the channel you start with, and always insist on a reference number.

Thank you for your cooperation and understanding.

**CITY OF CAPE TOWN, WATER AND SANITATION DEPARTMENT**