

1 April 2025

MEDIA STATEMENT

RAND WATER IS CONCERNED ABOUT SENSATIONAL NATURE AND INCORRECT HEADLINES AND STORY BY THE CITIZEN NEWSPAPER ON WATER CONSUMPTION

On **20 March 2025**, the Citizen Newspaper published a story titled “**Rand Water CEO blames Gauteng residents for water shortages**” <https://www.citizen.co.za/news/south-africa/we-dont-have-a-water-shortage-we-have-a-water-consumption-problem-rand-water-ceo/>. The headline is not only incorrect and misleading but is sensational in nature. The story was based on the presentation that the **Group Chief Executive of Rand Water**, Mr Mosai offered to the Parliamentary Portfolio Committee on Water and Sanitation wherein the Group Chief Executive indicated “that South Africa’s average per capita water consumption is approximately **218 litres per day**, compared to the **international average of 173 litres per day** and **Gauteng’s consumption** is particularly **high at 279 litres per day.**”

The Group Chief Executive of Rand Water provided clarity that the high consumption includes lack of water conservation practices by household and high physical losses (water leaks) in municipal distribution systems. The context was provided as part of apprising the Portfolio Committee on issues that contribute to high consumption and negatively impacting on equitable provision of water.

The Group Chief Executive of Rand Water was not in any way blaming citizens for the water they are drinking. As a matter of fact, Rand Water through its Water Wise programmes encourages citizens to drink enough water to stay hydrated.

Rand Water views water provision and conservation as matters of significant national interest and should be reported as such. The sensational nature of the Citizen’s headlines and article is not in congruent with

the media's role of providing **accurate reporting** with the intention to inform and educate the public on the importance of water conservation without putting the lives of residents at risk. It is irresponsible for the Citizen newspaper to inaccurately report that the Group Chief Executive of Rand Water, the biggest water board in South Africa, is discouraging citizens to drink water.

The matter was immediately taken up with the Citizen newspaper on the same day (**20 March 2025**) requesting the newspaper to correct the inaccuracies. To date, the Citizen newspaper has not corrected its mistakes despite continuous engagement with Rand Water media personnel. Members of the public consume media content hoping that it is correct and accurate – an **incorrect** and **inaccurate** content has a potential to mislead the public, especially if left uncorrected.

Rand Water has an open-door media policy and will continue to engage the media to ensure proper understanding of the water value chain to enable the media to report accurate, informative and educating content in matters relating to bulk water provision.

For media enquiries, please contact the following officials:

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