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CITY OF CAPE TOWN

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MEDIA RELEASE

When it rains it pours: How to report stormwater flooding

The recent rains we have experienced – while welcome in our water-scarce region – have revealed the extent to which illegal dumping into our stormwater infrastructure is preventing these critical drainage assets from functioning as they are designed to. It is important that residents know how to correctly report flooding caused by blocked stormwater systems in order for the correct teams to respond efficiently. Read more below:

The flooding and ponding of our roads, public open spaces, and even homes during periods of wet weather is a headache that all residents wish to have resolved in as short a time as possible. For that reason, it is important that residents are correctly informed as to how to log instances of flooding caused by blockages in our stormwater system, and not confuse this with flooding caused by bursts in our municipal, or drinking water supply pipes.

If we are experiencing, or have recently experienced rainfall, and a roadway has become flooded with water, the cause is most likely to be the stormwater drainage system being compromised in some way. In cases of extremely intense rainfall, the stormwater systems and/or canals may not have the necessary capacity to drain away the amount of rainwater that has fallen.

More commonly, however, the cause is blockages in the system created by illegal dumping. While the Urban Mobility Directorate's Roads and Infrastructure Management teams have been hard at work clearing wind-blown and illegally dumped materials from our stormwater systems, we also rely on residents to alert us to road infrastructure problems when they see them.

- **The most efficient way to log complaints about road infrastructure is by calling the Transport Information Centre (TIC) on 0800 65 64 63.**

- **Complaints can also be logged by email to transport.info@capetown.gov.za**
- **To report emergencies please dial 021 480 7700 from a cell phone or 107 from a landline.**

A tracking reference number will be provided, and the request will be redirected to the appropriate department for action.

'Road Infrastructure Management teams have been hard at work with pre-emptive stormwater clearing as part of the winter preparation programs in all districts across the metro. Communities must, however, be reminded of the importance of playing their part in preventing dumping and littering into our critical infrastructure. Stormwater systems are designed for exactly that, stormwater. Blockages caused by litter, refuse, building material and other inappropriate materials will cause flooding and untold misery for those affected by flooding

'Dumping materials into the stormwater system and canals is illegal and residents are encouraged to report any incidents they witness,' said the City's Mayoral Committee Member for Urban Mobility, Councillor Rob Quintas.

End

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