

May 12, 2024

## **Electrical fault disrupts water supply to 69,000 consumers in Penang's southwest district**



A major electrical mishap at the Bukit Dumbar reservoir and pumping station complex early this morning has affected water supply services to about 69,000 water consumers in the southwest district. - Bernama file pic

GEORGE TOWN: A major electrical mishap at the Bukit Dumbar reservoir and pumping station complex early this morning has affected water supply services to about 69,000 water consumers in the southwest district.

Penang Water Supply Corporation (PBAPP) chief executive officer K. Pathmanathan said at 4am today, a faulty 11kV medium voltage drive caused a sudden shutdown of the Bukit Dumbar 2 (BD2) pumping station.

He said this mishap prevented PBAPP from re-pumping treated water from the Sungai Dua Water Treatment Plant (WTP) to water consumers in the southwest district, in the area stretching from Gelugor to Bukit Penara in Balik Pulau.

He said around 6.30am, after restoring the electrical system with the assistance of Tenaga Nasional Berhad (TNB) and the electrical contractor, PBAPP restarted the BD2 pumping station.

"Since then, PBAPP work teams have been carrying out rapid de-airing works at all key southwest district pipelines to resolve 'airlock' issues".

"PBAPP personnel are operating under emergency response plan (ERP) protocols to fully normalise water supply services by 5pm today," he said.

The affected areas included Bayan Baru, Bayan Lepas, Batu Itam, Bukit Belah, Bukit Gambir, Bukit Gelugor, Bukit Jambul, Bukit Penara, Flat Lily, Gelugor, Gertak Sanggul and Jalan Ismail Hashim.

Also affected were Jalan Paya Terubong (Relau), Jalan Pondok Upeh, Jalan Teluk Kumbar, Jalan Tun Dr Awang, Jalan Sungai Tiram, Jalan Yeap Chor Ee, Kampung Matahari Naik, Lip Sin area, Penang International Airport, Pulau Betung, Sungai Ara, Sungai Batu, Teluk Kumbar and USM campus, Sungai Dua.

Pathmanathan said, as at 1pm, water supply for about 40,000 consumers (58 per cent of the affected consumers) had been normalised.

"We apologise for all inconveniences caused. However, this is an unscheduled water supply interruption arising from a sudden electrical mishap.

"PBAPP is working as quickly as possible to fully normalise water supply," he added.

Water consumers who experience supply issues after 5pm are requested to contact the PBAPP 24-hour call centre at 04 255 8 255 for advice and assistance.