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Over 130,000 Penang consumers hit by water supply disruption



GEORGE TOWN: A burst pipeline in Kampung Lokan, North Seberang Prai, has disrupted water supply to 130,790 consumers across three districts in Penang on Tuesday (Oct 13).

The Penang Water Supply Corporation (PBAPP) said emergency repair works were expected to be completed by 8.35pm, with water supply to be restored in stages.

The disruption has affected consumers in North Seberang Prai district, the southwest district and the northeast district of Penang island.

The corporation's chief executive officer Datuk Ir Pathmanathan K. said the burst involving a 300mm pipeline was detected at about 11.30pm on Monday (Oct 12), causing flooding in the village.

The damaged pipeline was connected to a major 1,350mm pipeline supplying treated water from the Sungai Dua Water Treatment Plant to Penang's twin submarine pipelines in Butterworth.

"The 1,350mm pipeline had to be shut down at 2.38am to facilitate emergency repairs.

"This temporarily reduced the volume of treated water being pumped from the Sungai Dua plant to Penang island," he said in a statement on Tuesday.

Pathmanathan said repair teams were preparing to begin welding works as of 2.30pm.

Among the areas experiencing no water supply are Guar Kepah, Maklom and Alor Merah on the mainland, as well as Island Glades and Island Park.

On the island, affected areas also include Gelugor, Batu Uban, Sungai Dua, Bayan Baru, Bukit Jambul, Sungai Nibong, Bayan Lepas, Batu Maung, Teluk Kumbar and areas surrounding Penang International Airport.

Other affected locations include the Bayan Lepas Free Industrial Zone, Universiti Sains Malaysia, Sungai Ara, Gertak Sanggul and Pulau Betong.

Meanwhile, Penaga, Kuala Muda, Permatang Bendahari, Pulau Mertajam, Kampung Bakau Tua, Guar Kepah and Teluk Air Tawar are expected to experience low water pressure.

Pathmanathan said the state water supply company has activated its emergency response protocol to restore supply as quickly as possible.

"We are working as quickly as we can to restore water supply according to the requirements of the National Water Services Commission (SPAN)," he said.

He apologised for the inconvenience and urged affected consumers to remain patient.

Consumers can check PBAPP's Notices on Facebook page for updates on water supply restoration.