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PRESS RELEASE

PENANG CM OPENS PENANG WATER SUPPLY COMMAND CENTRE: The Only State In Malaysia Without any Water Rationing Since 2008 And Yet Enjoys The Lowest Domestic Water Tariffs Is Evidence Of The Success Of Competency, Accountability and Transparency Or CAT Governance.

PENANG, Thursday (15/3/2018): Penang Chief Minister YAB Tuan Lim Guan Eng officiated the soft opening of Phase 1 of Penang Water Supply Command Centre (PWSCC) at the Sungai Dua Water Treatment Plant today.

Set up by Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP), the PWSCC is equipped with state-of-the-art data server; a command centre software system; a 10-screen video wall; hardware and software to monitor electronic data from key treated water installations.

Remote data from all Penang water treatment plants, pump houses, treated water reservoirs and pressure sensors at major pipelines is being transmitted to the command centre on a 24/7 basis daily.

Phase 1 of the PWSCC enables:

- Collection and integration of key data from all PBAPP electronic monitoring systems installed in various locations in the State of Penang;
- Comprehensive, convenient and real-time review, monitoring and analysis of water supply operations in one location;
- Predictive detection and automatic system alerts of possible water supply issues; and
- Improved non-revenue water (NRW) or water loss management.

PBAPP decided to set up the PWSCC after studying similar command centres that have been set up in Kuala Lumpur, Bangkok and Tokyo.

Phase 1 of the PWSCC was developed at a cost of RM6.1 million.

Phase 2 will widen the scope of the PWSCC's operations to include monitoring of more points in Penang's water supply network; a pilot study on water network optimisation and advanced underground pipe leakage detection technology. Phase 2 is scheduled for commissioning by 2019.

YAB Tuan Lim said the 5 key benefits that the PWSCC offers to Penang's 604,547 domestic and trade water consumers include:

1. Avoidance of water supply interruptions through predictive and proactive water engineering initiatives, whenever possible;
2. Less incidences of unscheduled water supply interruptions;
3. Faster and more precise reactions by PBAPP to water supply issues in Penang;
4. Sustenance of total water supply coverage throughout Penang in the future through the optimisation of water supply infrastructure; and
5. Facilitation of Penang's "No Water Rationing" policy.

Such up-to-date management approach and technical processes have allowed Penang to achieve the triple distinction of no water rationing for at least the next ten years; the lowest domestic tariff rates in the country (RM0.32 cents every 1,000 litres for the first 35,000 litres as compared to RM1.32 for Johor); as well as the most consistently profitable water operator in Malaysia. Thus, PWSCC represents competency, accountability and transparency (CAT) governance at its best.

"The PWSCC also reflects PBAPP's strong commitment to continuous improvement in water supply services and customer services in Penang, in accordance to its ISO 9001:2015 certification," he said.

Issued by : Puan Syarifah Nasywa bt Syed Feisal Barakbah
Corporate Communications Unit
Tel : 04-200 6607



PBA

Perbadanan Bekalan Air
Pulau Pinang Sdn Bhd
(475961-X)

Memenuhi segala keperluan bekalan air anda
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Email : syarifah@pba.com.my