

4.5.2019

PRESS STATEMENT

by Dato' Ir. Jaseni Maidinsa,
Chief Executive Officer,
PBA Holdings Bhd (PBAHB) and
Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP)

LEAKING PIPE: WATER SUPPLY TO 11 FACTORIES NORMALISED IN LESS THAN 6 HOURS

- **TNB contractor damaged a 300mm pipeline while laying power cables.**
- **PBAPP completed emergency repairs and normalised water supply in less than 6 hours.**

PENANG, Saturday, 4.5.2019: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) repaired a leaking 300mm pipeline at Bayan Lepas yesterday to normalise water supply to 11 factories.

Early in the morning, a TNB contractor damaged a 300mm mild steel (MS) pipeline while laying power cables at the location. This mishap caused a leak on the pipeline, flooding a work trench and the road.

At 10.00am, a 7-man PBAPP team arrived on the scene to carry out emergency pipe repair works. Water supply had to be shut down for work to commence. This caused an unscheduled water supply interruption affecting 11 factories in the area.

The PBAPP team cleared the work trench, de-watered the site, located the leak and repaired the damaged section of the pipe.

At 2.45pm, repair works were completed.

At 3.50pm, water supply to all the affected factories was normalised.

SPAN KPI FOR 300mm PIPE REPAIRS: 36 HOURS

Kindly note that this unscheduled water supply interruption is due to pipe damage caused by a TNB contractor.



PBA

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

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PBAPP completed the emergency repair works and normalised water supply in a timespan of 5 hours and 50 minutes. The key performance indicator (KPI) for this category of pipeline repair, as set by the National Water Services Commission (SPAN), is 36 hours.

As a reference, the following are SPAN's KPIs for unscheduled water supply interruptions that are applicable to all water supply service licensees in Peninsular Malaysia:

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|---------------------------------------|----------|
| • Communication pipes | 24 hours |
| • Pipes with a diameter below 200mm | 24 hours |
| • Pipes with a diameter 200mm - 600mm | 36 hours |
| • Pipes with a diameter above 600mm | 48 hours |

Thank You.

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