

21.11.2020

Press Release

By Dato' Ir. Jaseni Maidinsa
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PBAPP RESOLVED WATER ISSUES IN SEBERANG PRAI SELATAN WITHIN 24 HOURS.

- **Public complaints of “no water supply” and “low water pressure” in Seberang Prai Selatan (SPS), from 7.00pm on 12.11.2020, were NOT caused by scheduled PBAPP works. These complaints were related to an unscheduled water supply issue.**
- **PBAPP discovered “air locks” in major pipelines. Once the air locks were released, water supply services were normalised in all affected areas, from 8.30am on 13.11.2020.**

PENANG, Saturday, 21.11.2020: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) resolved an unscheduled water supply issue in Seberang Prai Selatan (SPS) within 24 hours.

The key performance indicator (KPI) set by the National Water Services Commission (SPAN) for unscheduled water supply interruptions involving pipelines between 200 and 600mm is 36 hours. This KPI is applicable to all water supply service licensees in Peninsular Malaysia.

PBAPP would like to clarify that the recent water supply issues in Seberang Prai Selatan were NOT related to scheduled PBAPP works. There was no scheduled water supply interruption on the eve of the Deepavali celebrations. Accordingly, public pre-notifications were not relevant or possible in this case.

Please note that PBAPP did NOT “cut off the water without a notification”, as stated in a newspaper report published by China Press on 15.11.2020.

In fact, PBAPP responded to complaints from a number of water consumers, from about 7.00pm on 12.11.2020. The nature of the complaints is summarised in the following table:

“No Water Supply”	“Low Water Pressure”
<ul style="list-style-type: none"> • Seruling Emas, Jawi 	<ul style="list-style-type: none"> • Sungai Duri Permai, Jawi
<ul style="list-style-type: none"> • Sungai Duri Permai, Jawi 	<ul style="list-style-type: none"> • Sungai Duri Indah, Jawi
<ul style="list-style-type: none"> • Widuri, Jawi 	<ul style="list-style-type: none"> • Nibong Tebal Area
<ul style="list-style-type: none"> • Taman Nibong Jaya, Nibong Tebal 	

Initially, PBAPP personnel inspected all major pipelines in the affected areas, but there were no incidences of burst pipes that could have caused such issues.

Subsequent investigation revealed that an increase in water consumption on 11.11.2020 had caused the water pumps in the Wellesley and Sungai Duri pump houses to automatically shut down when there was insufficient water to pump.

Efforts were initiated by PBAPP personnel to redirect water supply to these pumping stations.

PBAPP personnel then worked overnight to clear the “air locks” at a 450mm pipeline along Jalan Sungai Duri. The work was completed at 12.30am on 13.11.2020.

At 8.00am on 13.11.2020, PBAPP discovered another airlock near the drain crossing of the main water supply pipeline into Taman Nibong Jaya. The air was released through hydrant flushing and water supply was normalised in the area from 8.30am.

For the long term solution, PBAPP plans to reconfigure the existing water supply network system to Seberang Perai Selatan to achieve better distribution pressures within the next 3 months.

Thank You.

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