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Media Release

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IN-DEPTH INVESTIGATION INTO WATER SUPPLY ISSUE AT TAMAN SERI PUTERA, NIBONG TEBAL, SEBERANG PERAI SELATAN

PENANG, Wednesday, 9.6.2021: An in-depth investigation will be carried out to ascertain the primary causes of “daily low water pressure” issue raised by about 200 residents in Taman Seri Putera, Nibong Tebal.

Perbadanan Bekalan Air Pulau Pinang Sdn Bhd’s (PBAPP’s) Operations Department has been instructed to carry out the following actions immediately:

- Installation of pressure loggers at the key water pipeline into the housing area to precisely measure and monitor water supply pressure.
- Checking for potential underground water leakages, valve failures or “air locks” in pipelines within Taman Seri Putera and nearby areas.
- Monitoring water consumption in the housing estate to verify that there are no incidences of water theft or abnormally high water consumption in any premise.

PBAPP customer service personnel will also directly contact as many affected residents as possible, to record and confirm their grievances.

If it is ascertained that the residents’ complaint of “daily low water pressure” are valid, PBAPP’s Operations Department may implement the following short-term solutions to assist them:

1. Loop up all “dead-ends” in the water reticulation systems at relevant locations to improve water distribution pressure in Taman Seri Putera.
2. Re-configure the existing water supply network to improve water distribution pressure in the housing estate.



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3. Detect and repair (or replace) all leaking pipelines in the housing estate and nearby areas in the shortest possible time to maintain good water distribution pressure at all times.
4. Deploy water tankers to supply water in Taman Seri Putera as and when PBAPP's pressure loggers detect any water supply interruptions exceeding 24 hours.

In view of growing water demand in Seberang Prai Selatan (SPS) in tandem with increasing socioeconomic activities, PBAPP's long-term plan to maintain good water supply services in this district include:

- Construction and commissioning of the 114 million litres/day (MLD) Permatang Pauh Pumping Station to boost water supply pressures in SPS; and
- Construction and commissioning of Phase 1 : 250 MLD Sungai Kerian Water Treatment Plant, as related to the implementation of the Sungai Perak Raw Water Transfer Scheme (SPRWTS).

Thank You.

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