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Media Release

WATER SUPPLY SECURITY IS A KEY PRIORITY FOR PENANG AND PBAPP

- **Daily life and business in Penang are dependent on secure water supply services.**
- **Since 2013, PBAHB's 173-strong Auxiliary Police Team has been working to protect all water supply installations in support of continuous good water supply services in Penang.**

PENANG, Thursday, 3.11.2022: Since 2013, an auxiliary police team, comprising 173 personnel led by an assistant superintendent of police (ASP), has worked around the clock to protect Penang's water supply installations.

Penang Deputy Chief Minister I, Dato' Ir. Ahmad Zakiyuddin bin Abdul Rahman, commended PBA Holding Bhd's (PBAHB's) auxiliary police team for doing its job well.

"In the past 9 years, there have been no serious security issues in Penang's water supply installations," he said.

He was speaking during the PBAHB Auxiliary Police Team's "Majlis Perbarisan Pemakaian Pangkat dan Logo Polis Bantuan" at the Sungai Dua Water Treatment Plant (WTP) here today.

This ceremony saw the appointment of 39 constables who had completed basic training at the Police Training Centre (PULAPOL); a promotion of a sergeant-major; a promotion of a corporal to a sergeant; and promotions of 3 constables to corporals.

Dato' Ir. Ahmad Zakiyuddin said the PBAHB Auxiliary Police Team's key performance indicator was providing 24/7 security services at the:

- Lahar Tiang Intake;
- 14km Sungai Dua Canal;

- Mengkuang Dam, Teluk Bahang Dam and Air Itam Dam;
- 9 water treatment plants (including the Sungai Dua WTP);
- 9 key water pump houses;
- 58 treated water reservoirs;
- 3 one-stop operation centres; and
- 9 customer care centres.

“While securing these premises, they also have to be customer-friendly because PBAPP is an essential public service company. I hope they will continue to carry out their duties responsibly for the good of Penang and its people,” he added.

Auxillary Police CCTV System Control Centre

The PBAHB Auxiliary Police Team also launched its Phase 1 Seberang Perai closed-circuit television (CCTV) Control Centre at the Sungai Dua WTP today.

Outgoing PBAPP and PBA Holdings Bhd CEO Dato’ Seri Ir. Jaseni Maidinsa said the commissioning of this new CCTV Control Centre would further enhance PBAPP’s “real-time” monitoring of key water supply installations in Seberang Perai.

“Daily life and businesses in Penang are dependent on secure water supply services. We must minimise the risks of unscheduled water supply interruptions related to trespassing, water contamination, acts of mischief, sabotage or other mishaps.

“As such, we must leverage on the latest technologies to ensure that all the premises that we manage continue to be secure, on a 24/7 basis. This CCTV Control Centre will help us to always keep an eye on our key installations in Seberang Perai and serve as a deterrent to wrongdoers.

“We will continue to expand and extend our CCTV coverage throughout Penang to provide a higher level of security and safety services, as well as to optimise personnel deployment,” he said.

Dato' Seri Ir. Jaseni said PBAPP had invested significantly in water supply security measures to protect the interests of 1.77 million people and all the businesses that operate in Penang.

“Due to PBAPP’s good work, the people and businesses in Penang tend to take continuous good water supply services for granted. However, any unscheduled water supply interruption in Penang will inevitably cause public outrage, suffering and business losses.

“We have always prioritised preventive measures, including beefing up water supply security. Since 1999, our corporate philosophy has always been to plan ahead ...so as to avoid water crisis as best we can. However, when an unforeseen incident occurs, it is also our job to respond as effectively and quickly as we can,” he added.

He said he also hoped that the public and water consumers in Penang would also continue to work hand-in-hand with the PBAHB Auxiliary Police Team.

“Effective security responses require timely reporting. Our people cannot be everywhere at the same time. So, if you notice or see anything that is odd or amiss, please take a photo or video and report it to us immediately, using the “myPBA” mobile app or call our 24-hour hotline at 04-255 8 255.

“Your responsible actions may help us to prevent a major water supply disruption in Penang,” he said.

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