

9.12.2022

Media Statement

By Ir. Pathmanathan K
Chief Executive Officer PBAPP and PBAHB

WATER SUPPLY FOR ALL AFFECTED CONSUMERS IN PENANG BACK TO NORMAL

- **PBAPP worked tirelessly to ensure water was restored following scheduled water supply interruptions in Seberang Perai and unscheduled water interruptions on Penang island.**

PENANG, Friday, 9.12.2022: Water supply for 363,905 registered water consumers has been restored, as at 11.00 am, Monday, 5.12.2022, with the last restoration of water supply in Nibong Tebal town and Mukim 5, Seberang Perai Selatan (SPS).

PBAPP had to call off the installation of a 1200mm diameter valve at the Sungai Dua Water Treatment Plant (WTP) when the water supply to the island was interrupted due to one of the 24 control valves being faulty and this has resulted the water pressure in the Bukit Dumbar reservoir to drop. Furthermore, the increased turbidity level (NTU) at Lahar Tiang at that time was also considered.

However, PBAPP successfully completed the following works:

1. Replacement of the 1350mm valve at the Sungai Dua WTP.
2. Repair works of the 1200mm diameter pipe at the Permatang Ara/Permatang Pasir junction.
3. Maintenance work by Tenaga Nasional Berhad (TNB) at Bukit Minyak Pump House.

PBAPP also took the opportunity to carry out the following works during the Sungai Dua WTP shutdown to avoid future occurrences of scheduled water supply interruptions.



PBA
Perbadanan Bekalan Air
Pulau Pinang Sdn Bhd
199901001061 (475961-X)

Memenuhi segala keperluan bekalan air anda

Meeting all your water supply needs

1. 600mm Butterfly Valve Installation on S-Bend in front of Politeknik Seberang Perai, Permatang Pauh.
2. 600mm Butterfly Valve Installation on S-Bend at Taman Pauh Indah, Permatang Pauh.
3. Pipe diversion of 600mm and 450mm MS pipe for project “Menaik taraf jambatan merentasi Sungai Kerian dan membina jejambat merentasi Persimpangan Jalan Persekutuan ke Jalan Transkrian, SPS”.
4. Pipe diversion of 600mm MS pipe for project “Cadangan Pelebaran Jalan daripada 2 lorong kepada 4 lorong bermula dari Persimpangan Jalan Tok Kangar, Kebun Baru ke Jalan Juru Estate, Daerah SPT oleh JKR”.

Scheduled Water Supply Interruption in Seberang Perai

A total of 197,851 registered water consumers in Seberang Perai were affected by the scheduled water supply interruption following the partial shutdown of the Sungai Dua WTP from 2 to 4 December 2022.

PBAPP had carried out the valve replacement at Sungai Dua WTP and pipe repair works at Permatang Ara from 10.00 pm, 2.12.2022. On Saturday evening, 3.12.2022, some areas, especially in Seberang Perai Utara had their water supply restored in stages as scheduled.

Most consumers in Seberang Perai Tengah had received water supply on the night (3.12.2012) and some in SPS had their water supply restored on Sunday morning, 4.12.2022 after the Bukit Minyak Pump House started to operate. However, some areas in SPS only had their water supply restored from 1.00 am, 5.12.2022 when the reservoirs and pumping system in SPS returned to normal.

However, a faulty valve at the Nibong Tebal town had caused several surrounding areas to still be without water supply. PBAPP continuously worked to restore water supply for 500 registered consumers in the following areas:

1. Jalan Baru, Pekan Nibong Tebal
2. Jalan Teluk Ipil

3. Kampung Che Isa

The valve replacement work was completed at 10.45 am, Monday, 5.12.2022 and the water supply to the area resumed.

Unscheduled Water Supply Interruption on the Penang island

A total of 165,054 consumers in several areas in the North-East and South-West Districts in Penang were affected by an **Unscheduled Water Supply Interruption** from 3.30 am, 3.12.2022.

Water supply resumed in stages for consumers on the island commencing from 4.15pm Saturday, 3.12.2022. Thus, PBAPP managed to restore the water supply within 12 hours and with most areas had their water supply restored within 24 hours.

However, water supply to 29,382 consumers in several areas on the island, especially those in high ground areas, the end of the distribution pipeline and apartments without internal pumping system was only restored from 4.00am, 5 December, 2022 when the water supply in the distribution system had stabilised.

Advice to consumers

Following the incidents, PBAPP would like to reiterate the following recommendations to water consumers in the state of Penang to:

- Ensure that houses and business premises to comply with Rule 50 of the Water Service Industry (Water Reticulation and Plumbing) Rules 2014 below:

50. (1) "A person who designs and construct a storage cistern for hospital, airport or building for medium and heavy industry shall ensure that the storage cistern is designed and constructed with a storage capacity of not less than two days water demand based on the projected consumption pattern as specified in the Thirteenth Schedule.

(2) A storage cistern for the buildings other than those specified in subrule (1) shall be designed and constructed with a storage capacity



PBA

Perbadanan Bekalan Air
Pulau Pinang Sdn Bhd
199901001061 (475961-X)

Memenuhi segala keperluan bekalan air anda

Meeting all your water supply needs

of not less than one day water demand based on the projected consumption pattern as specified in the Thirteenth Schedule”.

Therefore, PBAPP would like to remind all consumers to ensure that houses and premises are equipped with storage tanks based on the above provisions.

Please contact PBAPP 24-Hour Call Centre at 04 255 8 255 or the myPBA mobile app to lodge any complaints on water supply.

-end-

Issued by:

Corporate Communications Unit

Perbadanan Bekalan Air Pulau Pinang Sdn Bhd

Email: customer@pba.com.my