

25.1.2022

MEDIA RELEASE

by DATO' IR. JASENI MAIDINSA
CEO, PBA Holdings Bhd and PBAPP

PBAPP DEPLOYING RESOURCES AND PLANNING AHEAD TO RESOLVE LOW WATER PRESSURE ISSUES IN SPS

- **Locations: High ground and end-of-pipeline residential areas.**
- **Causes: High peak hour water demand and pipeline “air locks”, as well as residential premises without water tanks or poorly maintained water tanks.**
- **PBAPP is implementing short-term solutions at affected areas. Long-term water supply infrastructure projects have been scheduled for implementation from 2022.**

PENANG, Tuesday, 25.1.2022: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) has started implementing the following short-term remedial actions to address complaints of “low water pressure” in a few housing areas in Seberang Perai Selatan (SPS):

1. Improving and re-configuring the existing water supply pipeline network to ensure good and consistent water pressure.
2. Connecting “dead pipes” at strategic locations to sustain good distribution pressure.
3. Intensifying checks for leaks, valve damage or “air locks” in key mains and pipelines, and carrying out “de-airing” work as required.
4. Repairing (or replacing) all leaking pipelines and valves as quickly as possible.
5. Deploying PBAPP personnel on a regular rotational basis at pump houses in affected areas to monitor water pressure.

6. Installation of static community water tanks in some areas.
7. Placing water tankers on stand-by for deployment when a PBAPP pressure recorder detects a water supply disruption for more than 24 hours.

Affected areas

PBAPP has been receiving complaints regarding low water pressure from water consumers in SPS, especially from Residensi Merbok, Taman Seruling Emas, Taman Widuri, Sungai Duri and nearby areas.

PBAPP's verification of the complaints and in-depth investigations have revealed the following:

- Most affected residents experience low water pressure during peak hours when water demand is high.
- The affected residential premises are located on high ground and/or end-of-pipeline areas where water pressure is at its lowest.
- There were "air locks" in key pipelines that required remedial "de-airing" work to reinstate proper water pressure.
- Some premises in these residential estates had not installed water storage tanks and/or made "bypass" pipe connections.
- There were also premises with poorly maintained water storage tanks and some of these tanks could not be used for storing water.

Long-term solutions

PBAPP has projected that water demand in SPS will increase in tandem with increasing socioeconomic activities. Accordingly, PBAPP is planning to implement several water treatment projects to produce more treated water for supply in SPS in the future.

The potential yield of these proposed water treatment projects is projected to be 569 million litres per day (MLD).

- Phase 2 Sungai Dua Water Treatment Plant (WTP) sedimentation tanks upgrade (91 million liters per day (MLD));
- Package 12A, Sungai Dua WTP: additional new water treatment module (114 MLD);
- Phase 1 Mengkuang Dam WTP (114 MLD);
- Phase 1 Sungai Muda WTP (114 MLD); and
- New Sungai Perai Water Supply Scheme: pre-treatment process (136 MLD).

As some of the projects are subject to approval, the technical details and specifications will be announced later.

PBAPP will also need to upgrade its pumping resources and install/replace major pipelines from the Sungai Dua WTP to SPS areas to deliver the more treated water at suitable pressures to all areas in SPS in the future.

Consumer cooperation

Meanwhile, PBAPP would like to seek the cooperation of affected water consumers in SPS to reduce incidences of “low pressure”. Kindly note that installation of a water storage tank in a premise is a mandatory requirement under Section 46 of the Water Services Industry (Water Reticulation and Plumbing) Rules 2014 of the Water Services Industry Act 2006.

The tank must comply with Section 50 of the Act, which states that its storage capacity should not be less than one day's water demand, as follows:

| Type of Premises/buildings | Minimum Storage Capacity for One Day (Liters) |
|---|---|
| Dwelling house (rural) | 800/unit |
| Dwelling house and flat with individual storage cistern (urban) | 1,300/unit |
| Flat with shared storage cisterns | 1,000/unit |
| Low cost house (rural and urban) | 800/unit |

All water consumers in Penang should maintain their water tanks properly to avoid issues of “low water pressure”. Moreover, if an unscheduled water supply interruption occurs in your area, your water tank should contain sufficient water for your use over a period of 24 hours.

Thank You.

Issued by : Syarifah Nasywa bt Syed Feisal Barakbah
Corporate Communications Unit
Email : syarifah@pba.com.my