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Media Release

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BURST UNDERGROUND PIPE: PBAPP WORKING TO NORMALISE WATER SUPPLY FOR 8,000 WATER CONSUMERS IN SUNGAI ARA TODAY

- **PBAPP received a report at 7.45pm yesterday (11.10.2023) about a burst underground water supply pipeline at Jalan Dato' Ismail Hashim.**
- **PBAPP repair teams worked overnight from 9.30pm to repair a leak on the 600mm (23.6 inch) pipeline.**
- **Water supply to about 8,000 consumers were affected. Water supply services should normalise from 2.00pm today.**

PENANG, Thursday, 12.10.2023: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) repair teams have been working around the clock since 9.30pm yesterday to repair a burst pipeline at Sungai Ara on Penang Island.

At 7.45pm yesterday, PBAPP received a report that a section of a 600mm (23.6 inch) pipeline had burst in front of the Sungai Ara Army Camp at Jalan Dato' Ismail Hashim.

This mishap caused a massive underground water leak. PBAPP repair teams had to close 3 major valves at areas nearby to isolate the leak location (about 2.5m below the road surface), drain water-logged areas and facilitate repair works.

The closure of these valves affected water supply services for about 8,000 registered water consumers in the following areas:

1.	Jalan Sungai Ara 1, 2, 3, 4	11.	Pintasan Kenari
2.	Tingkat Sungai Ara 1, 2, 3, 4	12.	Solok Kelicap
3.	Lebuah Sungai Ara 1, 2, 3	13.	Jalan Kedidi 1, 2
4.	Lorong Sungai Ara 1, 2, 3	14.	Sungai Ara Army Camp
5.	Kg. Baru Sungai Ara	15.	Jalan Merbah
6.	Jalan Kenari	16.	Lengkok Merbah 1, 2, 3
7.	Lorong Kenari 1 – 14	17.	Bangunan Tabung Haji
8.	Lengkok Kenari 1, 2, 3, 4	18.	Persiaran Kelicap 1, 2, 3
9.	Cangkat Kenari 1, 2, 3	19.	Persiaran Nuri 1, 2, 3
10.	Tingkat Kenari	20.	Jalan Nuri 1 - 11



PBA

Perbadanan Bekalan Air
Pulau Pinang Sdn Bhd
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Memenuhi segala keperluan bekalan air anda

Meeting all your water supply needs

21.	Solok Nuri	27.	Cangkat Sungai Ara 1, 2, 3, 4
22.	Lengkok Kelicap	28.	Cangkat Sungai Ara 1 – 20
23.	Lorong Kelicap	29.	Lintang Sungai Ara 1, 2, 3, 4
24.	Persiaran Relau	30.	Persiaran Bayan 1, 2, 3, 4
25.	Lilitan Sungai Ara	31.	Lintang Bayan 1 - 14
26.	Gerbang Sungai Ara 1 – 6		

As at 11.00am today, repair works have reached the 60% mark. The repair work was also delayed by heavy rain in the early hours of the morning.

Water supply services to all affected areas is scheduled to be normalised in stages from 2.00 pm today. Higher ground and end-of-line (EoL) areas may still experience low water pressure or no water supply until all affected pump houses are fully operational and the repaired pipeline is fully re-pressurised.

Kindly note that this incident is categorised as an “unscheduled water supply interruption”. It is not related to scheduled PBAPP pipe replacement or maintenance works.

This water supply disruption was caused by a mishap. As such, PBAPP could not pre-inform consumers to store water.

Please allow me to reiterate the facts:

1. A section of an underground water pipeline had burst. This mishap was not caused, planned or scheduled by PBAPP.
2. In response to the mishap, PBAPP initiated emergency overnight works to stop a major underground water leak, repair a section of the damaged pipeline and normalise water supply services for thousands of affected water consumers by today. Repair work was also delayed by heavy rain.
3. The KPI set by the National Water Services Commission (SPAN) for repairing burst 600mm pipelines is 48 hours. PBAPP is targeting to normalise water supply within 24 hours.

Please call our 24-hour Call Centre at 04-255 8 255 for water tanker assistance.

Thank You.

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