

13 December 2023

Media Release

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CEO, PBAHB and PBAPP.

## **RECOVERY OF WATER SUPPLY SERVICES IN STAGES FOR THE JANUARY 2024 SCHEDULED WATER SUPPLY INTERRUPTION**

Scheduled Water Supply Interruption	<b>6.00am, 10.1.2024 to 6.00am, 14.1.2024</b>
No. of affected water consumers	<b>About 590,000 consumers</b>
Main reason	PBAPP has to shut down the Sungai Dua Water Treatment Plant (WTP) to replace two units of 1,200mm control valves that are leaking.

- **Targeted recovery in 48 hours** for 197,025 affected consumers in most key areas in Seberang Perai, including Butterworth and Perai.
- **Targeted recovery in 72 hours** for 495,065 affected consumers in most key areas on Penang Island and Seberang Perai, including George Town, Bayan Baru, the Bayan Lepas FTZ and Penang International Airport.
- **Targeted recovery in 96 hours** for 99% of ALL affected consumers in the State of Penang.
- **Localised recovery for the remaining 1% of consumers in EoL and higher ground** on a case-by-case basis, based on localised problems.

PENANG, Wednesday, 13 December 2023: Normalisation of water supply services for about 590,000 water consumers who will be affected by the January 2024 scheduled water supply interruption (SWSI) in Penang should occur in stages, ranging from 48 hours to 96 hours.

PBAPP's projected recovery of water supply services in stages is based primarily on:

- Consumers' proximity to the Sungai Dua Water Treatment Plant (WTP); and
- Consumers' location near major Penang water supply infrastructure such as treated water reservoirs and pump stations in Batu Kawan, Bukit Minyak, Bukit Dumbar and Bukit Gedung.

Kindly note that PBAPP may not target simultaneous recovery of water supply services for 590,000 affected consumers due to the following key reasons:

- Major pump houses may only be re-started, in pre-set sequences, only after empty reservoirs are refilled with sufficient volumes of treated water.
- Treated water from the Sungai Dua WTP must be pumped through thousands of kilometres of underground pipelines to reach all 590,000 water consumers in various districts and areas in the state.
- PBAPP will have to address all issues related to proper refilling of reservoirs, pipeline pressurisation, potential burst pipes and release of “air-locks” in all pipelines before achieving 100% water supply recovery status.

The following table summarises PBAPP’s water works projects and targeted recovery of water supply services in 4 stages for consumers affected by the January 2024 SWSI:

<b>Physical works</b>		
1st 24 hours (6.00am, 10.1.2024 – 6.00am, 11.1.2024)	<ul style="list-style-type: none"> <li>• Physical works to replace 2 units of leaking 1,200mm control valves at Sungai Dua WTP.</li> <li>• Waterworks and preventive maintenance projects at 22 other locations throughout the State of Penang.</li> </ul>	
<b>Targeted Recovery of Water Supply Services</b>		
Timeline	*Stages	Normalisation of water services for:
48 hours (6.00am, 12.1.2024)	1	197,025 consumers in Seberang Perai (33% of 590,000 affected consumers), including major non-domestic water consumers in Butterworth and Perai.
72 hours (6.00am, 13.1.2024)	2	495,065 consumers on Penang Island and Seberang Perai (84% of 590,000 affected consumers), including major non-domestic water consumers in George Town and the Bayan Lepas FTZ.
96 hours (6.00am, 14.1.2024)	3	99% of 590,000 affected water consumers on Penang Island and Seberang Perai.
	4	End-of-line and higher ground consumers.

\* Please refer to “Appendix A” for the full list of areas under Stage 1, 2, 3 and 4 of this water supply recovery plan.

PBAPP would also like to make the following 4 clarifications about the January 2024 SWSI:



# PBA

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1. This is a “planned scenario” to recover water supply services gradually, in 4 stages. However, PBAPP may not provide a 100% assurance that water supply will be “normalised as planned”, due to potential issues such as:
  - Abnormally high water demand during recovery which will delay pipeline pressurisation and refilling of empty reservoirs;
  - Old pipelines bursting due to re-start up water pumping pressures; and
  - A higher than expected number of “air-locks” when refilling empty pipelines with treated water.
2. PBAPP announced the January 2024 SWSI on 8.12.2023. The SWSI is scheduled to commence from 10.1.2024, more than 1 month after 8.12.2023. We provided an early public notification so that all consumers, including factories, may make preparations and arrangements.

PBAPP apologises for all inconveniences that will be caused. However, allegations that factories would suffer billions of ringgit in losses should not arise. Unlike unscheduled water supply interruptions which happen without warning, this early notification allows factories to start planning now to avoid/minimise losses due to the January 2024 SWSI.

3. The January 2024 SWSI is an urgent breakdown prevention initiative. The two units of 1,200mm control valves in the Sungai Dua WTP are leaking significantly and must be replaced soon. These valves may burst or cause a burst pipe incident at any time, including in the middle of the night or during a major festival. It is better to replace the valves than to wait for a mishap to occur.
4. PBAPP understands that no water consumer wants a scheduled water supply interruption. On its part, PBAPP would also prefer to avoid public critique and complaints. However, the January SWSI is a major and necessary initiative. We seek the understanding and cooperation of the people of Penang. We have to carry out urgent water works at the Sungai Dua WTP to mitigate a big water supply risk for Penang and its people.

Thank You.

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## List of Recovery Area - Seberang Perai

## APPENDIX A

No	STAGE 1 Recover by 12/1/2024 (6am)
<b>SEBERANG PERAI UTARA (SPU)</b>	
1	Ara Rendang
2	Bagan Ajam
3	Bagan Lebai Tahir
4	Bakau Tua
5	Bertam
6	Serdang
7	Bumbung Lima
8	Butterworth
9	Ekor Kucing
10	Guar Petai
11	Kampung Selamat
12	Kepala Batas
13	Kg. Ayer Itam
14	Kg. Baharu Jalan Pinang Tunggal
15	Kg. Lembah
16	Kg. Padang
17	Kg. Sato
18	Kg. Tasek
19	Kg. Tok Loba
20	Kg. Baharu Jalan Raja Uda
21	Kg. Benggali
22	Kg. Jawa
23	Kg. Paya
24	Kg. Telok
25	Kg. Baharu Penaga
26	Kg. Bumbong Lima
27	Kg. Guar Kepah
28	Kg. Guar Tuan Syed
29	Kg. Lahar Kurus
30	Kg. Pantai Kamloong
31	Kg. Paya Tokai
32	Kg. Pdg. Beka
33	Kg. Pdg. Chempedak
34	Kg. Pdg. Chung Soon
35	Kg. Pmtg. Durian
36	Kg. Pmtg. Kabu
37	Kg. Pmtg. Timbul
38	Kg. Setul
39	Kg. Sg. Kulim
40	Kg. Tok Bedu
41	Kuala Muda
42	Lahar Ikan
43	Lahar Tabot
44	Lahar Tiang
45	Lahar Yooi
46	Lembah Raja
47	Lubuk Batu
48	Lubuk Meriam
49	Maklom
50	Merbau Kudung
51	Padang Menora
52	Pajak Song
53	Pasir Gebu
54	Paya Keladi
55	Pekan Darat
56	Penaga
57	Pengkalan Machang
58	Pinang Tunggal
59	Pmtg. Bendahari
60	Pmtg. Berah
61	Pmtg. Che Tak
62	Pmtg. Haji Hassan
63	Pmtg. Indah
64	Pmtg. Krian
65	Pmtg. Kuala
66	Pmtg. Kuang
67	Pmtg. Langsat
68	Pmtg. Lanjut
69	Pmtg. Manggis
70	Pmtg. Tengah
71	Pmtg. Tok Brain
72	Pmtg. Tok Gelam
73	Pmtg. Tok Jaya
74	Pmtg. Sg. Dua
75	Pmtg. Tok Bidan
76	Pmtg. Benuan
77	Pmtg. Kanchut
78	Pmtg. Kuching
79	Pmtg. Rawa
80	Pokok Berangan
81	Pokok Machang
82	Pokok Sena
83	Pongsu Seribu
84	Rantau Panjang

85	Sama Gagah Dalam
86	Sg. Puyu
87	Sg. Lokan
88	Simpang Empat
89	Simpang Empat Pmtg. Binjai
90	Simpang Empat Pmtg. Buluh
91	Sungai Dua
92	Tasek Gelugor
93	Telok Air Tawar
94	Titi Mukim
95	Tok Jawa
<b>SEBERANG PERAI TENGAH (SPT)</b>	
1	Pmtg. Tinggi
2	Machang Bubok
3	Bukit Mertajam
4	Perai
5	Penanti
6	Permatang Ara
7	Permatang Pasir
8	Kubang Ulu
9	Juru
10	Bkt. Tengah
11	Kg. Tk. Bukit
12	Pmtg. Pasir
13	Pmtg. Pauh
14	Seberang Jaya
15	Kg. Dock
16	Bagan Serai
17	Pmtg. Janggus
18	Kubang Semang
19	Peng. Tambang
20	Kg. Bt. Jelutong
21	Kg. Kepala
22	Pdg. Tembusu
23	S. Semambu
24	Tanah Liat
25	Batu Sepuluh
26	Utan Nibong
27	Kg. Jelapang
28	Kg. Besar
29	Smpg. Ampat
30	Pdg. Lalang
31	Pmtg. Rawa
32	Kg. Paya
33	Pmtg. Kebun
34	Kg. Telok
35	Bakar Arang
36	Pmtg. Tok Kandu
37	Kg. Jawa
38	Kebun Sireh
39	Kg. Bt. Tengah
40	Bukit Tengah
41	Kg. Baharu
42	Titi Panjang
43	Pekan Bahru
44	Kg. Pisang
45	Kg. Machang Bubok
46	Kg. Manggis
47	Kg. Kijang
48	Cherok Tok Kun
49	Kg. Teluk Bukit
50	Prai Ind. Est.
51	Kg. Pelet
52	Guar Perahu
53	Bukit Teh
54	Alma
55	Pdg. Buloh
56	Pdg. Ibu Klinik

No	STAGE 2 Recover by 13/1/2024 (6am)
<b>SEBERANG PERAI TENGAH (SPT)</b>	
1	Bt. Minyak Ind. Park
2	Bukit Minyak
3	Kuala Juru
4	Ladang Juru Simpang Empat
5	Penang Science Park
6	Sg. Semilang
7	Sekolah Juru
8	Tok Kangar
9	Ujong Bukit
<b>SEBERANG PERAI SELATAN (SPS)</b>	
1	Batu Kawan
2	Batu Musang
3	Batu Kawan Ind. Park
4	Bukit Tambun
5	Changkat
6	Jawi
7	Kg. Baharu Valdor
8	Kg. Telok
9	Kg. Wellesley
10	Kg. Chempedak
11	Kg. Dua Kongsi
12	Kg. Jawi Sempit
13	Kg. Kebun Nyior
14	Kg. Pa Mong
15	Kg. Pa Than
16	Kg. Pmtg. Keling
17	Kg. S. Aceh
18	Kg. S. Bakau
19	Kg. S. Duri
20	Kg. Tasek Junjong
21	Nibong Tebal
22	Paya Mahang
23	Peng. Batu Kawan
24	Pulau Aman
25	Pulau Gedung
26	Rantau Panjang
27	Sg. Bakap
28	Sg. Aceh
29	Sg. Udang
30	Sg. Duri
31	Simpang Ampat
32	Tasek
33	Teluk Ipil
34	Tiga Kongsi
35	Valdor
36	Kg. Lima

List of Recovery Area - Penang Island

APPENDIX A

STAGE 2- Recover by 13/1/2024 (6am)	
DAERAH TIMUR LAUT (DTL)	
1	Jalan Mount Erskine, Lengkok Mount Erskine & Tingkat Mount Erskine 1, 2
2	Jalan Choong Lye Hock
3	Jalan Siput Remis
4	Jalan Choong Hye Lin
5	Jalan Siput Lala
6	Jalan Pantai Molek
7	Hong Seng Estate
8	Sepanjang Jalan Tanjung Tokong (Island Plaza sehingga Gurney Drive)
9	Jalan Burma until Perkim Goon, Jalan Larut
10	Halaman Burma, Lorong Burma, Lorong Bangkok
11	Jalan Jones, Solok Jones, Tingkat Jones
12	Jalan Edgecumbe, Lorong Edgecumbe, Gerbang Edgecumbe
13	Jalan Lunas, Solok Lunas
14	Medan Lim Cheng Teik
15	Jalan Bagan Jermal
16	Jalan Kelawai
17	Gurney Drive
18	Jalan CO Lim, Persiaran Midlands, Gerbang Midlands, Solok Midlands
19	Lebuhraya Maktab, Lorong Maktab, Medan Maktab
20	Lorong Leandro, Solok Leandro
21	Jalan Mano, Solok Mano
22	Jalan Servis, Jalan Irrawadi, Jalan Chow Thye, Jalan Tavoy, Solok Tavoy, Jalan Argyll, Jalan Arratoon, Jalan Clove Hall, Jalan Salween
23	Jalan Larut
24	Jalan Gajah
25	Jalan Meranti
26	Jalan Merbau
27	Jalan Cengai
28	Jalan Jati
29	Jalan Bintang, Lorong Bintang 1, Lorong Bintang 2
30	Tanjung Bunga Park
31	Jalan Bulan
32	Lorong Sakerat
33	Jalan Choong Cheng Kean
34	Jalan Bunga Pisang
35	Jalan Bunga Tongkeng
36	Jalan Bunga Bakawali
37	Jalan Bunga Mawar
38	Jalan Perak
39	Jalan Lim Khoon Huat
40	Jalan Kebun Nyior, Solok Kebun Nyior
41	Jalan Dato Keramat
42	Lorong Kulit
43	Persiaran Perak
44	Jalan P.Ramlee
45	Jalan Sungai Pinang
46	Jalan Makloom
47	Taman Nusantara, Taman Cemerlang, Taman Abidin
48	Lorong Tampin, Lorong Kampung Dodoi, Lorong Seremban
49	Lorong Perak, Lengkok Perak, Jalan Trusan
50	Jalan Free School, Taman Free School, Solok Free School, Lengkok Free School
51	Klinik Psikatri Jalan Perak
52	Jalan Jelutong
53	Jalan Bukit Dumbar, Solok Bukit Dumbar, Taman Bukit Dumbar, Cangkat Dumbar, Lengkok Dumbar
54	Jalan Trengganu
55	Jalan Kampar
56	Jalan Gemas
57	Jalan Sungkai
58	Lengkok P.Ramlee
59	Jalan Hamilton
60	Jalan Van Praagh, Solok Van Praagh
61	Jalan Pinhorn
62	Taman Hutchings
63	Jalan Hagreveas
64	Jalan Sir Ibrahim
65	Jalan Hijau 1,2,3,4
66	Lorong Hijau
67	Taman Hijau
68	Jalan Penanga, Lorong Sekolah, Lorong Penanga, Lorong Juru, Lorong Batu
69	Jalan Ipoh, Lorong Ipoh
70	Jalan Tan Sri Ewe Lim
71	Lorong Kaya, Lorong Cantik, Lorong Gemang, Lorong Tenang
72	Jalan Kurau, Jalan Bagan Serai, Jalan Panchor, Jalan Taiping, Jalan Selama, Jalan Gerik, Jalan Tapah, Jalan Setiawan
73	Jalaan Hajah Rehmah, Lintang Hjh Rehmah, Lintang Madrasah, Jalan Madrasah
74	Jalan Pokok Asam
75	Lintang Slim, Lorong Slim, Solok Slim, Lorong Chemor
76	Lintang Penawar 1,2,3
77	Jalan Lim Eow Thoon, Jalan Nirwana, Jalan Yeoh Cheang Aun, Jalan Deva Pada, Jalan Dharma, Jalan Kim Bian Aik, Lorong Bhodi
78	Seluruh Georgetown
79	Seluruh Jelutong
80	Island Glades
81	Island Park

DAERAH BARAT DAYA (DBD)	
1	Gelugor
2	Jalan Sultan Azlan Shah
3	Batu Uban
4	Jalan Sungai Dua
5	USM Sungai Dua
6	Taman Pekaka
7	Jalan Aziz Ibrahim
8	Bukit Jambul
9	Lebuhraya Lim Chong Eu
10	Pulau Jerejak
11	FTZ
12	Jalan Kampung Jawa
13	Lip Sin area
14	Sungai Nibong
15	Jalan Yeap Chor Ee
16	Bukit Gelugor
17	Bukit Gambir
18	Bukit Jambul

STAGE 2- Recover by 13/1/2024 (6am)	
DAERAH BARAT DAYA (DBD)	
1	Bayan Baru
2	Batu Maung
3	Jalan Tun Dr.Awang
4	Jalan Bukit Gedung
5	Jalan Sungai Tiram
6	Airport
7	Bayan Lepas
8	Jalan Teluk Kumbar
9	Bukit Belah
10	Sg. Batu
11	Teluk Kumbar
12	Gertak Sanggul
13	Kg.Matahari Naik

STAGE 3- Recover by 14/1/2024 (6am)	
DAERAH BARAT DAYA (DBD)	
1	Jalan Permatang Damar Laut
2	Teluk Tempoyak / Kekabu / Sunway
3	Jalan Paya Terubong (Relau)
4	Jalan Tengah
5	Sg. Ara
6	Jalan Ismail Hashim
7	Pulau Betung
8	Jalan Pondok Upeh
9	Batu Itam
10	Flat Lily
11	Bukit Penara
12	Persiaran Mayang Pasir