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Media Release

IR. PATHMANATHAN K.

CEO, PBA HOLDINGS BHD AND PBAPP.

PBAPP INITIATES EMERGENCY RESPONSE TO AN UNKNOWN SUDDEN MISHAP AT SUNGAI MUDA

PENANG, Sunday, 14.5.2023:

- At about 5.00am this morning, an unknown mishap occurred at Sungai Muda. This mishap is likely to have occurred upstream in Sungai Muda, in Kedah. It caused the water level at the raw water inlet for PBAPP's Lahar Tiang Intake dropped to below 1.0m. The normal level is above 2.0m.
- Due to this mishap, PBAPP could not abstract raw water from Sungai Muda. This river is Penang's primary raw water resource. More than 80% of the raw water that PBAPP abstracts daily to produce treated water comes from Sungai Muda.
- Raw water from Sungai Muda is channelled to the Sungai Dua Water Treatment Plant (WTP). The Sungai Dua WTP is Penang's largest and most important WTP. Its treated water is supplied throughout Seberang Perai and also to the southern areas of Penang Island.
- Due to this sudden incident at Sungai Muda this morning, the Sungai Dua WTP cannot produce its "normal" volume of about 1,000 million litres per day (MLD) of treated water.
- PBAPP is drawing down water from the Expanded Mengkuang Dam (EMD) to support water production at the Sungai Dua WTP. However, our drawdown is limited to 300 MLD, which is insufficient to make up for the shortfall from Sungai Muda.
- For now, treated water production at the Sungai Dua WTP is limited to 600 MLD – 650 MLD, until PBAPP can resume 100% raw water abstraction operations at Lahar Tiang. We do not know when this "recovery" will happen. As we understand it, investigations are carried out by "Pengurusan Lembangan Sungai Muda" (PLSM), the National Water Services Commission (SPAN) and the Penang Water Supply Authority (BKSA) today.

- **This mishap is now affecting water supply for thousands of Penang water consumers in Seberang Perai Utara (SPU), Seberang Perai Tengah (SPT), Seberang Perai Selatan (SPS) and the southern areas of Penang Island.**
- **Some consumers in the affected areas will experience “low water pressure” or “no water supply” from today (14.5.2023) until Wednesday (17.5.2023). Consumers who still have water supply should store water for use over the next few days.**
- **The PBAPP engineering team will be working around the clock to optimise raw water abstraction operations at Lahar Tiang Intake and water production operations at the Sungai Dua WTP. We will treat as much water as possible under the present circumstances to supply to as many consumers in Penang as possible.**
- **However, we cannot state for certain when water supply services in Penang will be fully normalised for all consumers because we do not know exactly when the Sungai Muda river level will recover to 2.0m or higher.**
- For now, we also do not know for certain what happened at Sungai Muda, upstream of our Lahar Tiang Intake.
- When we have more data and information, we will continue to update the Penang State Government and the people of Penang on this matter regularly, via the mass media and social media.
- PBAPP seeks the kind understanding and support of the people of Penang. This scenario is caused by an unforeseen mishap. As far as we know, the mishap did not occur in Penang. However, PBAPP is doing its best to address the negative impacts in Penang.

Thank You.

Issued by : Farid Bin Othman
Corporate Communications Unit
Tel : 04-200 6606
Email : farid@pba.com.my





