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Media Release

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**SUNGAI PERAI INCIDENT:
 99% WATER SUPPLY RECOVERY AT 5.00AM, 25.12.2023**

- **PBAPP is still working around-the-clock to restore supply to about 1000 consumers in 7 neighbourhoods which still have no water supply in the end-of-line (EoL) and higher ground areas.**
- **Sungai Dua Water Treatment Plant and three major pumping stations (Bukit Dumar, Bukit Gedung and Teluk Kumbar) running at optimal levels.**
- **High water consumption in Daerah Barat Daya in the last 72 hours.**

PENANG, Monday, 25 December 2023: The water supply recovery effort in Daerah Barat Daya (DBD), Penang, reached the 99% mark at 5.00am this morning.

Water supply has been recovered for about 199,000 of the 200,000 water consumers affected by the Sungai Perai underwater burst pipeline incident.

Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) personnel are still working around-the-clock to tackle “local issues” and restore water supply in the following 7 neighbourhoods in end-of-line (EoL) and higher ground areas:

| | | | |
|----|----------------------|----|---------------|
| 1. | Hospital Balik Pulau | 5. | Emerald Park |
| 2. | Tingkat Relau | 6. | Sunway Cassia |
| 3. | Setia Sky Vista | 7. | Flat Lily |
| 4. | Vista Condominium | | |

The estimated total number of consumers still without water is estimated to be 1000 consumers. Tanker teams have been delivering water to all the affected areas. The majority of outstanding water supply issues in these neighbourhoods are related to internal reticulation (plumbing) systems in the affected premises.

Nevertheless, PBAPP technicians are working with management corporations and residents to try and resolve the issues as quickly as possible.

High water consumption in Daerah Barat Daya (DBD) in the last 72 hours

Since PBAPP started water supply recovery works at 2.00pm on 22.12.2023, there has been high water consumption in DBD Penang, which are likely to be due to 2 key factors:

- Refilling of hundreds of thousands of empty water tanks in all residential, commercial and industrial premises, including those in high-rise buildings; and
- Pre-Christmas Day festivities.

So far, PBAPP has detected a minimal and acceptable leak at the Sungai Perai underwater pipeline repair site since 22.12.2023. There have been no major burst pipeline incidents since 22.12.2023.

The Sungai Dua Water Treatment Plant (WTP) and 3 main PBAPP Pumping Stations (Bukit Dumar, Bukit Gedung and Teluk Kumbar) are pumping treated water to DBD areas at optimal levels.

As such, PBAPP would like to request for the kind understanding and cooperation of water consumers who already have water supply in DBD.

Please reduce your water consumption today, if you can, so that we can achieve full recovery of water supply services today. We need to restore water supply to the 7 neighbourhoods that are still affected.

Thank You for your patience and understanding.

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