

29.9.2023  
Media Release

**YAB TUAN CHOW KON YEOW**  
Chief Minister of Penang and  
Chairman of PBAPP and PBA Holdings Bhd.

### **PENANG WATER SUPPLY RECOVERY STATUS: 84.1% AT 3.30PM**

- **Sungai Muda raw water turbidity is improving (547.9 NTU).**
- **Sungai Dua Water Treatment Plant production capacity 94.6%.**
- **Water supply services to 391,239 of 465,004 affected water consumers in Seberang Perai and Penang Island has been normalised.**

PENANG, Friday, 29.9.2023: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) has “normalised” water supply services for the majority of Penang water consumers affected by the Sungai Muda incident that occurred this morning.

#### **As at 3.30pm today:**

- **Water supply to 391,239 of 465,004 (84.1%) of affected water consumers in Seberang Perai and Penang Island has been normalised.**
- **The turbidity of the raw water from Sungai Muda at the Lahar Tiang Intake has dropped to 547.9 NTU (nephelometric turbidity units). PBAPP is abstracting raw water at 100% capacity at Lahar Tiang for pumping to the Sungai Dua Water Treatment Plant (WTP).**
- **Treated water production at the Sungai Dua WTP has reached 94.6% of maximum capacity.**

PBAPP’s emergency response team (ERP) Team, headed by CEO Ir. Pathmanathan K., is targeting to **completely normalise water supply services throughout the state by tomorrow (30.9.2023).**

The first priority is to recover 100% treated water capacity at the Sungai Dua WTP. After that, PBAPP needs to optimise pumping treated water into empty pipelines and PBAPP personnel will have to address issues such as re-starting pumps in all affected pump houses and addressing “air-locks”, potential burst pipes, as well as other pipeline issues.

To read the latest updates on recovery works and the water supply normalisation process, please visit the PBAPP FB page.

## BACKGROUND: 29.9.2023 SUNGAI MUDA INCIDENT

- On 22.9.2023, flash floods were reported in Baling, Kedah. The floods would have washed down debris and soil into Sungai Muda, upstream of Penang’s Lahar Tiang Intake.
- Since 22.9.2023, PBAPP has been carefully monitoring the Sungai Muda raw water quality. Until yesterday (28.9.2023), the raw water quality at the Lahar Tiang Intake in Penang was adequate for PBAPP to abstract for “normal” treated water production at the Sungai Dua WTP.
- PBAPP needs to abstract about 1,100 MLD (million litres per day) of raw water from Lahar Tiang to support an average production of about 1,000 MLD of treated water at the Sungai Dua WTP.
- From 28.9.2023, PBAPP drew down about 300 MLD from the Expanded Mengkuang Dam (EMD) as a pre-emptive measure.
- **This morning (29.9.2023), the turbidity of Sungai Muda raw water at Lahar Tiang spiked by 556%, from 236 NTU (nephelometric turbidity units) at 12.00am to 1,549 NTU at 7.00am. In prioritising public safety, PBAPP reduced raw water abstraction by about 70% at 9.00am today.**
- **This 70% reduction in raw water abstraction at Lahar Tiang compelled PBAPP to reduce treated water production at the Sungai Dua WTP to 715.8 MLD (supported by the 300 MLD EMD drawdown) at 9.00am.**
- As a result of lowered treated water production at the Sungai Dua WTP this morning, **water supply to water consumers in the following areas were affected:**

Seberang Perai		Penang Island	
1.	Seberang Perai Selatan	3.	George Town
2.	Seberang Perai Tengah (areas south of the Bukit Minyak Pump House)	4.	South Bukit Dumbar to Balik Pulau (including Pulau Betong, Bukit Penara, Pondok Upeh and Bandar Balik Pulau)

## KEY FACTORS TO CONSIDER

Kindly consider the following factors:

1. This is an **“unscheduled water supply interruption”** caused by an external mishap and factors that are beyond the control of PBAPP and the Penang State Government.
2. **This incident originated from the recent flash floods in Baling, Kedah.**
3. PBAPP’s emergency response plan (ERP) team made the decision to reduce treated water production at the Sungai Dua WTP because the turbidity of raw water from Sungai Muda was abnormally high.
4. **PBAPP had to prioritise public safety** because the Sungai Dua WTP is not designed to safely process raw water with a turbidity rating above 1,000 NTU to produce safe treated water for public consumption.
5. **PBAPP’s 24/7 monitoring of the raw water quality at Lahar Tiang (since 22.9.2023) and pre-emptive action to draw down raw water from the Expanded Mengkuang Dam (since 28.9.2023)** have helped to lessen the impact of this incident.
6. **Since 1.00am today, PBAPP has been posting alert warnings on the turbidity of Sungai Muda raw water on its FB page** and urging Penang water consumers to store some water for emergency use, following news of the recent Baling flash floods.

Thank You.

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