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Media Release

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MUDDY FLOOD WATERS FROM BALING AFFECTING WATER SUPPLY SERVICES IN PENANG

- **About 465,004 consumers affected on Penang Island and Seberang Perai.**

PENANG, Friday, 29.9.2023: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) has been working to address a raw water issue related to Sungai Muda since midnight this morning.

Muddy (highly turbid) flood water from the recent floods that occurred in Baling has compelled PBAPP to reduce treated water production at the Sungai Dua Water Treatment Plant (WTP).

The Sungai Dua WTP is the largest and most important WTP in Penang. Its treated water is supplied to about 465,004 water consumers in Seberang Perai and Penang Island.

When we detected highly turbid from water at the Lahar Tiang Intake, PBAPP was compelled to reduce raw water abstraction from Sungai Muda. This action has caused treated water production at the Sungai Dua WTP to drop by 30%, from an average of 1019 MLD to 715 MLD at 9.00am.

As such, treated water supply to 70% consumers have been affected, primarily at the following areas:

- George Town;
- South Bukit Dumbar to Balik Pulau (Pulau Betong, Bukit Penara, Pondok Upeh and Bandar Balik Pulau);
- Seberang Perai Tengah (areas south of the Bukit Minyak Pump House); and
- Seberang Perai Selatan.

PBAPP's emergency response plan (ERP) has been activated since 4.00 pm yesterday and the ERP Team is working hard to restore water supply services, in stages, from 8.00 pm today when the production at Sungai Dua WTP is expected to fully recover.

Kindly note that this is an unscheduled water supply interruption that is caused by external factors, originating in Kedah (the recent floods in Baling). PBAPP reduced treated water production at the Sungai Dua WTP earlier today with public safety in mind. PBAPP cannot, and will not, supply “unsafe treated water” in Penang.

Nevertheless, PBAPP apologises for all inconveniences caused. We are doing our best to restore water supply. We will continue to provide updates on this situation through our FB page and mass media releases.

Thank You.

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