

30.9.2023
Media Release

IR. PATHMANATHAN K.
CEO, PBAHB and PBAPP.

**29.9.2023 BALING FLOOD WATERS ISSUE:
WATER SUPPLY SERVICES “NORMALISED” AT 6AM TODAY (30.9.2023)**

- **PBAPP has normalised water supply for more than 99% of the 465,004 affected water consumers in Seberang Perai and Penang Island.**
- **Some high ground and end-of-line (EoL) areas may still experience low water pressure for a few hours as PBAPP tackles isolated issues.**

PENANG, Saturday, 30.9.2023: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) has managed to “normalise” water supply services in Penang about 21 hours after the 29.9.2023 Baling flood waters issue that surfaced yesterday.

As at 6.00 am today, the following are the key data points that summarise the status of water supply in Penang:

1.	Turbidity rating of Sungai Muda at the Lahar Tiang Intake in Seberang Perai	261.5 NTU (nephelometric turbidity units)
2.	Raw water abstraction status at Lahar Tiang	100% about 1,100 MLD (million litres per day)
3.	Treated water production at the Sungai Dua Water Treatment Plant (WTP)	100% about 1,000 MLD
4.	Overall water supply recovery status for 465,004 affected consumers affected yesterday	99%, with isolated cases of water issues at higher ground and end-of-line (EoL) areas.

As anticipated, there are some remaining issues at a few higher ground and EoL areas. Our personnel are tackling the issues as best they can to fully restore water supply services to all PBAPP customers.

PBAPP would like to thank the affected consumers for their kind understanding, support and patience. We would also like to thank the Penang State Government and all the organisations who have helped us to overcome this short crisis within 21 hours.

Please allow me to reiterate the facts in relation to this incident:



PBA

Perbadanan Bekalan Air
Pulau Pinang Sdn Bhd
199901001061 (475961-X)

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- In the early hours of 29.9.2023, the turbidity of Sungai Muda raw water at Lahar Tiang spiked by 556%, from 236 NTU (nephelometric turbidity units) at 12.00 midnight to 1,549 NTU at 7.00am. PBAPP had to reduce raw water abstraction by about 70% at 9.00am.
- This 70% reduction in raw water abstraction at Lahar Tiang compelled PBAPP to reduce treated water production at the Sungai Dua WTP to 716 MLD (supported by a 300 MLD draw down from the Expanded Mengkuang Dam).
- A lower volume of treated water was being produced and pumped from the Sungai Dua WTP for 9 hours on 29.9.2023. As a result, water supply to 465,004 water consumers were affected.
- This 29.9.2023 incident was an **“unscheduled water supply interruption”** caused by an external mishap and factors that are beyond the control of PBAPP and the Penang State Government. It is related to the **recent flash floods in Baling, Kedah.**
- PBAPP prioritised 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.
- 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) helped to lessen the impact of this incident.

Water consumers who are still facing supply issues related to this incident are requested to kindly contact our 24-Hour Call Centre (tel. no. 04 255 8 255) for advice and assistance.

Thank You.

Issued by : Syarifah Nasywa bt Syed Feisal Barakbah
Corporate Communications Unit
Email : syarifah@pba.com.my