

9 January 2024

Media Release

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CEO, PBAHB and PBAPP.

PBAPP FULLY PREPARED FOR JANUARY 2024 SCHEDULED WATER SUPPLY INTERRUPTION (SWSI) TOMORROW

- **All equipment, parts and heavy machinery have been put in place at the Sungai Dua Water Treatment Plant (WTP) and other work locations.**
- **Treated water pumping operations at the Sungai Dua WTP will be shut down from 6.00am tomorrow (10.1.2024). All affected consumers are reminded to store water for usage.**
- **About 1,300 PBAPP personnel scheduled on a 24-hour basis to recover water supply services in 4 stages from 12.1.2024 to 14.1.2024.**
- **FB posts to keep consumers informed.**

PENANG, Tuesday, 9 January 2024: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) has finalised preparations to temporarily shut down the Sungai Dua Water Treatment Plant (WTP), Penang's largest and most important WTP, from 6.00am tomorrow (10.1.2024).

This shutdown will cause a scheduled water supply interruption (SWSI) that will affect about 590,000 consumers in Seberang Perai and Penang Island. All affected consumers are hereby reminded to store water for use.

PBAPP has been publicising the list and map of affected areas since the first public announcement on 8.12.2023:

- The list of affected areas is posted on PBAPP's FB page and website.
- Flyers have also been distributed to consumers in all affected areas.
- Advertisements have been placed in selected newspapers.

The following table summarises a projected chronology of events in the scheduled 96-hour timeframe, commencing from 6.00am on 10.1.2024, and PBAPP's planned recovery of water supply in 4 stages:



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<i>Dates/Time</i>	<i>Works and Projected Result</i>	
First 24 hours: 6.00am, 10.1.2024 – 6.00am, 11.1.2024	<ul style="list-style-type: none"> • Completion of works to replace 2 leaking control valves (1.2m diameter) at the Sungai Dua WTP. • Completion of waterworks and preventive maintenance projects at 22 other locations. 	
	<i>Recovery Stage</i>	<i>Recovery of water supply services for:</i>
48 hour mark: 6.00am 12.1.2024	1	197,025 consumers (33% of affected consumers) in Seberang Perai, including non-domestic consumers in Butterworth and the Perai industrial areas.
72 hour mark: 6.00am, 13.1.2024	2	495,065 consumers (84% of 590,000 affected consumers) on Penang Island and Seberang Perai, including non-domestic consumers in George Town and the Bayan Lepas FTZ.
96 hour mark: 6.00am, 14.1.2024	3	99.5% of all affected consumers.
	4	Remaining 0.5% of affected consumers in the end-of-line (EoL) and high ground neighbourhoods.

PBAPP will deploy a fleet of 99 water tankers, including 27 “Jumbo Tankers” (maximum capacity 40,000L), to deliver water to affected consumers. The movements of this tanker fleet will correspond to the 4 recovery stages.

These tankers will fill and refill 97 units of PBAPP static water tanks, including 19 “Gajah Flexitanks” (24,000L maximum capacity), as well as the hundreds of additional static tanks set up by State Assemblywomen, State Assemblymen (ADUNs) and Members of Parliament (MPs) in various constituencies.

Key PBAPP preparations and set-ups

- All equipment, parts and heavy machinery have been put in place at the Sungai Dua Water Treatment Plant (WTP) and other work locations. Work teams are on stand-by to commence work.
- 99 tankers filled and ready to supply 1.85 million litres of water per day (MLD).
- All PBAPP static tanks have been placed and filled at strategic locations.
- About 1,300 PBAPP personnel are scheduled on a 24-hour basis to recover water supply services, in 4 recovery stages from 12.1.2024 to 14.1.2024.



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- PBAPP's emergency response team has been activated to respond promptly to mishaps if any occurs.
- Inspection of work site preparations by Penang Chief Minister, YAB Tuan Chow Kon Yeow, at the Sungai Dua WTP, at 6.00pm today (9.1.2024).
- 3 FB posts per day to keep consumers updated on the progress of work and recovery of water supply services.
- Mass media releases will also be issued, as required, to provide relevant information.
- Full mobilisation of PBAPP's 24-hour Call Centre (tel no. 04 255 8 255) to address a higher volume of calls.

PBAPP is ready to take on the challenge of completing all the urgent waterworks projects and recovering water supply services as scheduled. Let us get the job done. The kind understanding and cooperation of all water consumers in Penang is greatly appreciated.

Thank You.

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