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Media Release

DATO' IR. PATHMANATHAN K.
CEO, PBAHB and PBAPP.

9.10.2024 SEBERANG PERAI SWSI REPORT 3: FULL RECOVERY OF WATER SUPPLY SERVICES

- **Water supply services have recovered for all affected areas in Seberang Perai Tengah (SPT) and Seberang Perai Selatan (SPS), including Persiaran Jawi Golf Resort, Jalan Sungai Duri and Taman Widuri.**

PENANG, Wednesday, 9.10.2024: Water supply services have been normalised for the 118,000 consumers affected by the recent Seberang Perai Tengah (SPT) and Seberang Perai Selatan (SPS) scheduled water supply interruption (SWSI).

Water supply has been normalised in the higher ground and end-of-line (EoL) neighbourhoods in SPS: Persiaran Jawi Golf Resort, Jalan Sungai Duri, and Taman Widuri.

At about 1.00am this morning, data recorded at the Penang Water Supply Command Centre showed that the water pressure at these neighbourhoods had reached the "10m head" (1 bar) level at PBAPP meter positions. Such readings for residential properties indicate that supply has been normalised.

The likely cause for the delayed recovery was extremely high water consumption in SPT and SPS following the SWSI. Treated water that was pumped to SPS could not reach these neighbourhoods because the water was used by consumers located "upstream".

Once water tanks and reservoirs located upstream (in SPT and SPS) were refilled, a sufficient volume of water at the right pressure reached consumers in Persiaran Jawi Golf Resort, Jalan Sungai Duri, and Taman Widuri.

Setting the record straight

PBAPP regrets the inconveniences caused for all consumers affected by the recent Seberang Perai SWSI. We appreciate the patience and understanding of the majority of the affected consumers.

Kindly note that this SWSI is related to PBAPP's response to a mishap that had been causing intermittent "low water pressure" and "no water supply" issues for about 97,000 consumers in SPT and SPS since 19.9.2024.

On 19.9.2024, a contractor for another utility company had damaged a major 1.2m pipeline section near Politeknik Seberang Perai. PBAPP had to replace this pipeline section to normalise water supply services in SPT and SPS.

On 5.10.2024, during the SWSI, another section of this major treated water pipeline burst at Jalan Pengkalan Tambang near the Sungai Dua Water Treatment Plant (WTP). PBAPP had to carry out emergency response repair works to rectify this issue immediately.

At 3.15 pm on 6.10.2024, the Jalan Pengkalan Tambang emergency repair works were completed and PBAPP began to pump treated water from the Sungai Dua WTP to all affected consumers.

From 6.10.2024, water supply services were recovered in stages in SPT and SPS because the majority of the water tanks and reservoirs in all affected areas had run dry. As such, until all these water tanks and reservoirs were refilled, water supply could not be normalised in the neighbourhoods on higher ground in the farthest reaches of SPS.

Thank You.

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