

12.5.2024

Media Release

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**MISHAP AT BUKIT DUMBAR PUMPING STATION: PBAPP AIMS TO FULLY NORMALISE WATER SUPPLY FOR 69,000 AFFECTED CONSUMERS BY 5.00PM TODAY**

- **At 4.00am on 12.5.2024 (Sunday), PBAPP detected a malfunction at the Bukit Dumbar Reservoir and Pumping Station Complex on Penang Island.**
- **The mishap affected water supply for about 69,000 consumers in Daerah Barat Daya (DBD), in an area stretching from Gelugor to Pulau Betong (Balik Pulau).**
- **Issue has been rectified, PBAPP targeting to fully normalise water supply services by 5.00pm, 12.5.2024.**

PENANG, Sunday, 12.5.2024: A major electrical mishap at the Bukit Dumbar Reservoir and Pumping Station Complex early this morning has affected water supply services for about 69,000 Penang water consumers in Daerah Barat Daya (DBD) on Penang Island.

PBAPP personnel are operating under emergency response plan (ERP) protocols to fully normalise water supply services by 5.00pm today.

As at 1.00pm today, water supply for about 40,000 consumers (58% of the affected consumers) have been normalised.

At 4.00am this morning, a faulty 11kV medium voltage drive caused a sudden shutdown of the Bukit Dumbar 2 (BD2) Pumping Station. This mishap prevented PBAPP from re-pumping treated water from the Sungai Dua Water Treatment Plant (WTP) to water consumers in DBD, in the area stretching from Gelugor to Bukit Penara in Balik Pulau.

At around 6.30am, after restoring the electrical system with the assistance of TNB and electrical contractor, PBAPP restarted the BD2 Pumping Station. Since then, PBAPP work teams have been carrying out rapid de-airing works at all key DBD pipelines to resolve “airlock” issues.

The list of the 26 key areas affected by this mishap is as follows:

|     |                             |     |                              |
|-----|-----------------------------|-----|------------------------------|
| 1.  | Bayan Baru                  | 14. | Jalan Pondok Upeh            |
| 2.  | Bayan Lepas                 | 15. | Jalan Teluk Kumbar           |
| 3.  | Batu Itam                   | 16. | Jalan Tun Dr. Awang          |
| 4.  | Bukit Belah                 | 17. | Jalan Sungai Tiram           |
| 5.  | Bukit Gambir                | 18. | Jalan Yeap Chor Ee           |
| 6.  | Bukit Gelugor               | 19. | Kampung Matahari Naik        |
| 7.  | Bukit Jambul                | 20. | Lip Sin area                 |
| 8.  | Bukit Penara                | 21. | Penang International Airport |
| 9.  | Flat Lily                   | 22. | Pulau Betung                 |
| 10. | Gelugor                     | 23. | Sungai Ara                   |
| 11. | Gertak Sanggul              | 24. | Sungai Batu                  |
| 12. | Jalan Ismail Hashim         | 25. | Teluk Kumbar                 |
| 13. | Jalan Paya Terubong (Relau) | 26. | USM campus, Sungai Dua       |

PBAPP apologises for all inconveniences caused. However, please note that this is an unscheduled water supply interruption arising from a sudden electrical mishap. PBAPP is working as quickly as possible to fully normalise water supply.

Water consumers who experience supply issues after 5.00pm today are kindly requested to contact the PBAPP 24-Hour Call Centre (tel. no. 04 255 8 255) for advice and assistance.

Thank You.

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