

Media Release

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CEO, PBAHB and PBAPP.

**JANUARY 2024 SCHEDULED WATER SUPPLY INTERRUPTION:  
PBAPP ACHIEVED A GOOD RESULT BY NOT GIVING UP, WITH SUPPORT  
FROM THE PENANG CHIEF MINISTER**

- **Despite criticisms and 2 crisis episodes at Sungai Perai, PBAPP achieved the target of recovering water supply for 590,000 affected consumers ahead of schedule.**

PENANG, Monday, 15.1.2024: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) has achieved its targets for the January 2024 scheduled water supply interruption (SWSI):

- Replacement of 2 units of leaking 1,200mm control valves at the Sungai Dua Water Treatment Plant;
- Other waterworks and preventive maintenance works at 22 other locations throughout the State of Penang; and
- Recovery of water supply in 4 stages for 590,000 affected water consumers, ahead of schedule. Despite 2 episodes of underwater pipe section leakages at Sungai Perai, water supply was fully recovered at 4.12am on 14.1.2024, about 2 hours ahead of the target of 6.00am.

This achievement is primarily due to the hard work and enduring commitment of 1,300 PBAPP personnel who worked around-the-clock on shifts over 4 days, especially the on-site personnel who continued to “fight hard” when the odds appeared to be against them.

PBAPP thanks YAB Tuan Chow Kon Yeow, the Chief Minister of Penang, for standing with us and having faith in us, even during the “darkest hours”. As per his direction on 9.1.2024, PBAPP “stuck to the plan and kept to the schedule.”

We would also like to thank:

- All our contractors for their strong support in getting things done on time.
- The commercial dive team who worked continuously at Sungai Perai during the emergency response episodes.

- The tanker crews who delivered water to the affected consumers throughout the state from January 10 – 14, 2024.
- The Penang Volunteer Fire Brigade (PBS), MBPP, MPSP, the National Water Services Commission (SPAN) and the “Jumbo Tanker” vendors for providing Penang with a fleet of 99 tankers during a time of need.
- All the State Assemblywomen, State Assemblymen (ADUNs) and Members of Parliament (MPs) who set up static tanks and water containers in their constituencies to complement PBAPP’s 97 static tanks and “Gajah Flexitanks”.
- The people of Penang, especially the affected water consumers, for their understanding, patience, support and cooperation.

Clarification: Sungai Perai (Episode 3) from 12.1.2024

I would like to make the following 5 clarifications regarding PBAPP’s action plans in response to present Sungai Perai scenario:

1. PBAPP will continue to pump water from the Sungai Dua WTP to Penang Island through the leaking section of the underwater pipeline at Sungai Perai despite incurring a loss of about 110 million litres per day (MLD).

We are prioritising public interest and convenience over non-revenue water (NRW) losses.

2. “Emergency response” action plan: Over the next 21 days, PBAPP will monitor the situation at Sungai Perai carefully, above the water and underwater. If the leakage increases to a level that it will compromise water supply for the people, we will take immediate action to repair the leaking section.
3. “Interim solution” action plan: Preliminary work has started on a project to mount 2 units of 600mm pipelines adjacent to the Ampang Jajar Bridge to replace the damaged underwater pipeline section. The contractor has pledged to complete all works in 21 days. When this “interim solution” is constructed and tested, PBAPP will decide on a suitable date for the connection of the 2 x 600mm pipelines and the decommissioning of the damaged pipeline.
4. “Permanent solution” action plan: PBAPP is seeking approval from its Board of Directors and the Penang State Government to start work on a new 1350mm “river-crossing pipeline” with its own supporting structure immediately.



# PBA

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This “permanent solution” is necessary because we need a new 1,350mm pipeline section that can handle more high pressure water flow than 2 x 600mm pipelines. Moreover, we cannot permanently load pipelines and water mass to the Ampang Jajar Bridge, in the interests of public safety and public water supply security.

The targeted timeframe for the “river crossing pipeline” solution is 4 to 6 months, if it can be expedited on grounds of water supply priority and protecting the interests of Penang water consumers.

5. As per normal practice, PBAPP will inform the people as and when it needs to implement scheduled water supply interruptions (SWSIs) to implement its Sungai Perai action plans.

Depending on circumstances, we will continue to choose the most suitable times and dates. We will provide ample prior notices to the public. We will schedule the shortest SWSIs possible.

Thank You.

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