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Media Release

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## **899.2 MLD IN JUNE 2025: HIGHER WATER CONSUMPTION IN PENANG IS PUSHING PBAPP TO SUPPLY MORE WATER**

- **In June 2025, PBAPP produced an average of 1,213.3 MLD of treated water (more than 1,208 MLD in 2024) to meet higher demand.**
- **As at end-July 2025, PBAPP is striving to supply even more water to address intermittent issues of low pressure in the high ground and end-of-line (EoL) areas.**

PENANG, Monday, 21.7.2025: High water consumption has prompted PBAPP to ramp up treated water production and supply in the state.

In 2024, the average daily consumption was 870 MLD. In June 2025, average daily consumption rose up to 899.2 MLD.

In response, PBAPP produced an average of 1,213.3 MLD of treated water at Penang's 10 water treatment plants in June 2025 (as compared to an average of 1,208 MLD in 2024). Water loss (NRW) was 25.9%.

However, PBAPP is still receiving complaints and feedback about intermittent water pressure issues during peak hours, from consumers in the high ground and end-of-line (EoL) areas of the following districts: Seberang Perai Tengah (SPT), Seberang Perai Selatan (SPS) and Daerah Barat Daya (DBD) on Penang Island.

### **Water supply engineering responses**

The Sungai Muda river level was 2.55m on 19.7.2025. There are no issues at the Lahar Tiang Intake, Sungai Dua Canal and the Sungai Dua Water Treatment Plant (WTP) that produces more than 80% of the treated water that is supplied in Penang.

PBAPP is planning to produce even more treated water at the Sungai Dua WTP for supply to SPT, SPS and DBD. Work is also in progress to fine-tune treated water pumping operations from Sungai Dua to these districts. This is to minimise the risks of inadvertent burst or leaking pipeline incidents.

At the same time, PBAPP is implementing the following water supply engineering actions:

- Optimisation of treated water production at 9 other WTPs throughout the state as required;
- Postponement of all WTP upgrading projects to ensure optimal water production 24/7;
- Water supply audits in SPT, SPS and DBD to ascertain issues;
- Major water valve adjustments to “equalise” water supply to all districts; and
- Tighter monitoring of major pipelines to avoid burst pipelines and address minor leaks (if any).

**Please note that the effective capacities of the Air Itam Dam and Teluk Bahang Dam were 59.4% and 53.8% respectively on 19.7.2025.** PBAPP is also “defending” the effective capacities of these dams until the forecasted September rainfall arrives to refill the dams with as much water as possible.

### Water conservation

PBAPP seeks the understanding and cooperation of water consumers in Penang to use water wisely. Please support the 250 litres/capita/day (LCD) domestic water saving target for Penang. For water saving tips, please visit [www.pba.com.my](http://www.pba.com.my)

Although the present weather may be hot and dry, please remember that Penang is a water-stressed state with limited water resources. It is not easy to respond to a sudden spike in water consumption.

PBAPP and the Penang State Government are already working on solutions such as the Water Contingency Plan 2030 (WCP 2030) and the “Perak-Penang Water Project” to address Penang’s water needs in the future.

Consumers who are facing supply issues are kindly requested to **lodge official reports via the PBAPP 24-Hour Call Centre (tel no. 255 8 255)**. PBAPP needs all the relevant data. Please help us to serve you better.

Thank You.

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