

22.4.2025  
 Media Release

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 CEO, PBAPP and PBAHB.

**REMINDER: PLEASE STORE WATER FOR USE OVER 24, 48 OR 60 HOURS DURING THE 25.4.2025 SCHEDULED WATER SUPPLY INTERRUPTION**

PENANG, Tuesday, 22.4.2025: Penang water consumers who will be affected by the scheduled water supply interruption (SWSI) from this Friday (25.4.2025) are reminded to store sufficient water for usage over 24, 48 or 60 hours.

The SWSI will be implemented from 10.00pm on this Friday, 25.4.2025.

PBAPP statistics indicate that 341,708 water consumers in the service areas of the Sungai Dua Water Treatment Plant (WTP) will be affected by the SWSI in varying degrees:

No. of consumers	Districts/Areas	Projected duration
136,683 consumers (40%)	All affected areas in Seberang Perai Utara (SPU), Seberang Perai Tengah (SPT) and the North-East District (DTL) on Penang Island.	24 hours: 10.00pm, Friday, 25.4.2025 – 10.00pm, Saturday, 26.4.2025
163,502 consumers (48%)	Seberang Perai Selatan (SPS): All affected areas except Kampung Sungai Baong, Kampung Wellesley, Taman Seruling Emas, Taman Widuri, Sungai Duri and the Penang Prison Quarters.	48 hours: 10.00pm, Friday, 25.4.2025 – 10.00pm, Sunday, 27.4.2025
	South-West District (DBD) on Penang Island: All affected areas except Balik Pulau (southern neighbourhoods), Gertak Sanggul, Kampung Terang, Pulau Betong and Sungai Ara.	48 hours: 10.00pm, Friday, 25.4.2025 – 10.00pm, Sunday, 27.4.2025
41,523 consumers (12%)	End-of-line (EoL) and high ground neighbourhoods as mentioned above in SPS and DBD.	60 hours: 10.00pm, Friday, 25.4.2025 – 10.00am, Monday, 28.4.2025
<b>For a more detailed breakdown of the affected areas and map, please visit <a href="http://www.pba.com.my">www.pba.com.my</a>.</b>		

## **SWSI needed for urgent PBAPP water works**

The 25.4.2025 is required to facilitate simultaneous works on 23 urgent projects throughout the state to improve water supply services for about 465,000 water consumers in the service areas of the Sungai Dua WTP.

The Sungai Dua WTP, Penang's largest and most important WTP, will be partially shut down from 10.00pm on 25.4.2025. This shut down is necessary to initiate works on the following 5 key water works projects:

1. Repair of a leaking 0.7m pipeline and 6 pump house upgrading works in the Sungai Dua WTP in SPU;
2. Replacement of a faulty 1.2m valve at a pipeline in Jalan Pengkalan Tambang, near the Sungai Dua WTP;
3. Final connection works for the 1.35m Sungai Perai River Crossing Pipeline in SPT;
4. Diversion of a 0.9m pipeline section at the Majlis Sukan Negeri Complex in Batu Uban, DBD; and
5. 3 projects to upgrade treated water re-pumping operations at the Bukit Dumbar Reservoir and Pumping Station Complex in DTL.

Physical works for all 23 projects are scheduled for completion by 4.00pm on Saturday, 26.4.2025. Water supply recovery will commence after the final testing and commissioning of all projects and a re-start of water treatment and pumping works at the Sungai Dua WTP.

The staggered water supply recovery process is largely due to treated water from the Sungai Dua reaching consumers in different locations at different times. In general, "upstream consumers" (who are located closer to Sungai Dua) will receive their water supply ahead of "downstream consumers" further away.

## **Key benefits**

The key benefits of the 25.4.2025 SWSI projects include more water supply, better water pressure and a reduction of intermittent water supply issues in EoL and high ground neighbourhoods, as well as faster water supply recovery from future SWSIs and unscheduled water supply interruptions (UWSI) arising from mishaps.

In 2024, PBAPP supplied an average of 1,021 million litres per day (MLD) of treated water from the Sungai Dua WTP throughout the state. PBAPP is planning to pump an additional 50 MLD of treated water from the Sungai Dua WTP to the island, following the 25.4.2025 water works.

### **SWSI Water Relief Plan**

As announced under its SWSI “Water Relief Plan” (WRP), PBAPP will deploy a fleet of 80 water tankers to fill and refill 182 tanks which will be placed at strategic locations throughout the state. Domestic water consumers affected by the SWSI may collect water from these water tanks in their respective neighbourhoods.

**For the full details on the locations of the WRP water tanks, please visit [www.pba.com.my](http://www.pba.com.my).**

Once again, on behalf of PBAPP, I would like to apologise for all the inconveniences that will be caused by the SWSI that begins this Friday. However, I believe that all the affected water consumers will appreciate the positive results of the 23 projects that we plan to complete and deploy from May 2025.

Thank You.

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