

24.4.2025
Media Release

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

**REMINDER: ALL SYSTEMS “GO” FOR SCHEDULED WATER SUPPLY
INTERRUPTION FROM 10.00PM TOMORROW**

PENANG, Thursday, 24.4.2025: The 25.4.2025 scheduled water supply interruption (SWSI) in Penang will commence from 10.00pm tomorrow (Friday, 25.4.2025).

This SWSI will affect a total of 341,708 water consumers across all 5 districts in the State of Penang: Seberang Perai Utara (SPU), Seberang Perai Tengah (SPT) and Seberang Perai Selatan (SPS) as well as the North-East District (DTL) and South-West District (DBD) on Penang Island.

PBAPP is targeting to achieve water supply services recovery as follows:

- **40% recovery in 24 hours** (by 10.00pm on Saturday, 26.4.2025) for 136,683 affected consumers in SPU, SPT and DTL;
- **88% recovery in 48 hours** (by 10.00pm on Sunday, 27.4.2025) for the majority of affected water consumers in SPS and DBD (163,502 consumers); and
- **100% recovery in 60 hours** (by 10.00am on Monday, 28.4.2025) for the remaining 41,523 consumers in the end-of-line (EoL) and high ground areas in SPS and DBD.

For a detailed breakdown of the affected areas and the planned recovery schedule, please visit www.pba.com.my.

The scope and duration of this SWSI is largely related to a partial 16-hour shutdown of the Sungai Dua Water Treatment Plant (WTP).

The shutdown is necessary for PBAPP to complete 23 water works projects throughout Penang. Site preparatory works for all projects have been settled as scheduled.

Following the completion of the projects, PBAPP will resume optimal water production operations at the Sungai Dua WTP and pump treated water to the affected consumers.

Water pumped from Sungai Dua will reach consumers in different locations at different times. As such, there water recovery schedule is planned in 3 phases: 24 hours, 48 hours and 60 hours.

Water storage reminder and the SWSI “Water Relief Plan”

Affected water consumers are reminded to store sufficient water for use over the projected durations of the SWSI in accordance to their specific locations.

PBAPP is also implementing a SWSI “Water Relief Plan” (WRP). A total of 182 water tanks (static and “gajah” flexi tanker) have been deployed at strategic locations in all 5 districts. Domestic water consumers may collect water from the nearest water tank as necessary during the SWSI.

Today, Penang State Executive Councillor YB Zairil Khir Johari has flagged off a fleet of 80 water tankers that will be filling and refilling the tanks at scheduled intervals.

Updates and PBAPP 24-hour Call Centre

PBAPP will post regular updates on the progress of the water works projects and the water supply recovery process on its FB page for public viewing. We will also issue daily mass media releases to share timely news with the mass media and public.

Water consumers who need advice and assistance may contact our 24-hour Call Centre (tel no.s: 04 255 8 255 and 04 509 6 509).

PBAPP apologises for all the inconveniences that will be caused by this SWSI but we need to get work done properly to improve water supply services in Penang.

Your kind understanding, preparation and cooperation is much appreciated.

Thank You.

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