

25.4.2025  
Media Release

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CEO, PBAPP and PBAHB.

**CLARIFICATION: PBAPP HAS NOT SHUT DOWN WATER SUPPLY YET (2.00PM, 25.4.2025)**

- **“No water” issues reported by some consumers at the end-of-line (EoL) and high ground areas are due to sudden high water consumption.**
- **Tens of thousands of water consumers are likely to have started their “last minute” water storage plans yesterday (24.4.2025).**

PENANG, Friday, 25.4.2025: As at 2.00pm today, PBAPP has not shut down water supply for the 25.4.2025 scheduled water supply interruption (SWSI). This SWSI is scheduled to commence from 10.00pm tonight.

At present, the Sungai Dua Water Treatment Plant (WTP) is operating at optimal capacity. It produced about 1,275 million litres per day (MLD) of treated water in the past 24 hours.

Accordingly, PBAPP has been pumping out as much treated water from Sungai Dua as possible in the past 24 hours. We will continue to do so until the SWSI starts tonight.

Nevertheless, we have received more than 300 “no water complaints” via our 24-hour Call Centre, out of which, 94 complaints were related to Unscheduled Water Supply Interruption (USWI) at the respective areas, and 209 were related to “no water” issue. We have also noted numerous complaints aired on the PBAPP FB page and via online mass media reports claiming that we have “shut down water supply”.

Please allow me to clarify the following facts:

1. PBAPP did not shut down the Sungai Dua WTP or water supply yesterday or this morning. Therefore, all the social media allegations and rumours that we have shut down water supply 24 hours ahead of time are not true.

Please do not believe wrong or misleading “reports”.

2. PBAPP will implement the SWSI on time, from 10.00pm today.

Affected consumers should not panic or be misled. They still have 6 hours to store water for use during the SWSI.



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3. The sporadic “no water” issues that have surfaced since yesterday are primarily affecting consumers in the end-of-line (EoL) and high ground areas. These issues are related to sudden high water consumption “downstream” of these areas.

Tens of thousands of water consumers are likely to have started their “last minute” water storage plans from yesterday (24.4.2025).

4. PBAPP’s emergency response plan (ERP) for this scenario has been activated:
  - a. We have inspected all major water supply pipelines since last night. There are no major pipe bursts or leaks.
  - b. We have increased water production at 6 WTPs on Penang Island to “support” increased treated water supply on the island ahead of the SWSI today.
  - c. We are pushing the limits of water production at 3 WTPs in Seberang Perai, including the Sungai Dua WTP, to meet the sudden high surge in demand.

Please allow me to reiterate that PBAPP has not implemented the 25.4.2025 SWSI as at 2.00pm today. We have not started work on the 23 projects in 26 locations yet.

For correct, accurate and timely information about the SWSI, please visit the PBAPP FB page. Consumers may also seek clarifications by contacting the PBAPP 24-Hour Call Centre (tel no.s: 04 255 8 255 and 04 509 6 509).

Thank You.

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