PBA HB
PBA Holdings Bhd
200001012513 (515119-U)
Memenuhi segala keperluan bekalan air anda
Meeting all your water supply needs

26.6.2025
Media Release 3: PBA Holdings Bhd (PBAHB) 25th Annual General Meeting

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

PBAPP's KPI scores 2024: Above national averages

PENANG, Thursday, 26.6.2025: PBAPP's key performance indicators (KPIs) for 2024 in serving as Penang's water supply operator continued to compare favourably against the national averages reported by the National Water Services Commission (SPAN):

KPIs		PBAPP 2024	National Average 2023*
1.	Urban water supply coverage	100.0%	97.1%
2.	Rural water supply coverage	99.8%	97.1%
3.	Treated water production	1,208 MLD	1,320 MLD
4.	Billed water consumption	870 MLD	869 MLD
5.	Non-revenue water (NRW)	28.0%	34.6%
6.	Treated water reserve margin	30.0%	15.3%
7.	Treated water quality	Quality Assurance Programme, Ministry of Health	n.a.
8.	Water supply interruptions: Percentage of complaints to total number of water accounts	0.9%**	3.2%
9.	Burst pipes of leaks: Percentage of complaints to total number of water accounts	5.9%**	7.2%
10.	Billing and meter issues: Percentage of complaints to total number of water accounts	2.8%**	4.3%
11.	No. of consumer complaints: Water quality	393**	893
* SPAN Water and Sewerage Fact Book 2023 ** 2023 PBAPP statistics			

The KPIs show that PBAPP continued to sustain good water supply services in Penang, although its customer base has increased by 15,742 consumers in one year.

Additional Penang water supply data		2024	2023	Increase/ (decrease)
12.	Population	1,800,400	1,771,600	28,800
				1.6%

13.	No. of registered domestic consumers	604,976	593,255	11,721
				2.0%
14.	No. of registered non-domestic consumers	100,552	96,531	4,021
				4.2%
15.	No. of total consumers	705,528	689,786	15,742
				2.3%
16	Per capita domestic consumption	261 LCD	284 LCD	(23 LCD)
				(8.1%)

However, as Penang Chief Minister YAB Tuan Chow Kon Yeow said during the 25th PBA Holdings Bhd annual general meeting (AGM) today, there is still much room for improvements.

Penang is still a water-stressed state in 2025.

PBAPP will strive to sustain 100% urban and 99.8% rural water supply coverage in Penang while reducing the NRW percentage. We will continue to implement and expedite water works projects, including the Water Contingency Plan 2030 (WCP 2030) to supply more water before 2030. Moreover, we are working on projects to further reduce Penang's water risks are related to climate change and "Sungai Muda Incidents" that may occur at any time.

Thank You.

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