

27.3.2025
 Media Release

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 CEO, PBAHB and PBAPP.

**APRIL 2025 SCHEDULED WATER SUPPLY INTERRUPTION (SWSI):
 ONLY 1 SCHEDULED MAJOR WATER SUPPLY INTERRUPTION THIS YEAR**

Scope of works	23 projects in 9 PBAPP installations
Affected consumers (updated)	341,708 consumers in 5 districts, mainly in the South-West District of Penang Island (DBD)
Planned duration	24 – 60 hours (1 – 2.5 days) depending on locations
Dates	25.4.2025 (Friday) – 28.4.2025 (Monday)
Total investment	RM 25 million

PENANG, Thursday, 27.3.2025: PBAPP will undertake 23 waterworks projects in 9 installations simultaneously during the April 2025 scheduled water supply interruption (SWSI) in Penang.

This April 2025 SWSI will be the only major SWSI scheduled in Penang in 2025. PBAPP is not planning to implement another major SWSI this year.

The main priority of the April 2025 SWSI is the final connection works for the new RM8.7 million Sungai Perai River-Crossing Pipeline (SP-RCP) section in Seberang Perai Tengah (SPT).

However, PBAPP has also decided to undertake 7 other projects at the Sungai Dua Water Treatment Plant (WTP) in Seberang Perai Utara (SPU) during this SWSI. The rationale is to optimise treated water pumping and supply from this WTP.

The Sungai Dua WTP is the largest and most important WTP in the State of Penang. Treated water from the Sungai Dua WTP is being supplied to about 465,000 water consumers in SPU, SPT and Seberang Perai Selatan (SPS), as well as to the South-West (DBD) and North-East Districts (DTL) of Penang Island via 3 sets of twin submarine pipelines.

The projects that PBAPP will undertake at the Sungai Dua WTP include urgent upgrading and maintenance works related to treated water pumping operations, repair of a 700mm diameter pipeline leakage. PBAPP is also replacing a butterfly valve on a major 1.2m pipeline section at Jalan Pengkalan Tambang, near the Sungai Dua WTP.

Key Objective

The key objective of the April 2025 SWSI is to increase treated water pumping capacity and efficiency from the Sungai Dua WTP for the benefit of 465,000 water consumers in Penang, or about 66% of PBAPP's total customer base of 705,528 consumers in the state.

On 20.9.2024, Penang Chief Minister YAB Tuan Chow Kon Yeow officially opened the 114 million litres per day (MLD) Package 12A of the Sungai Dua WTP to produce more treated water.

During the April 2025 SWSI, PBAPP will implement the required treated water pumping and pipeline projects to deliver more treated water from this WTP to water consumers in Penang.

Affected Consumers

The April 2025 SWSI will affect 341,708 consumers in all 5 districts of Penang:

Districts	No. of affected consumers
1. DBD	130,790
2. SPS	77,921
3. DTL	73,090
4. SPT	38,796
5. SPU	21,111
Total	341,708

This is due to the fact that PBAPP has to “partially shut down” the Sungai Dua WTP on a temporary basis to carry out works in its premise.

SWSI Duration and Water Supply Recovery

The total duration of the April 2025 SWSI is 60 hours or 2.5 days, from Friday, 25.4.2025, to Monday, 28.4.2025.

However, depending on location, the actual duration of the April 2025 SWSI will affect water consumers to varying degrees.

Water supply recovery operations have been programmed in 3 stages:



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Stage	Timeline	Projection of water supply recovery for:	% recovery
1	24 hours	136,683 consumers in SPU, SPT, SPS, DBD and DTL.	40
2	48 hours	163,502 consumers in SPU, SPT, SPS, DBD and DTL.	88
3	60 hours	41,523 consumers in SPS and DBD.	100.0

This SWSI has been scheduled over a weekend to reduce its impact on weekday socioeconomic activities in Penang.

The duration of the April 2025 SWSI is largely “set” or determined by the temporary partial shutdown of the Sungai Dua WTP. It takes a longer period of time to fully reinstate optimal water treatment and pumping operations at this plant following a partial shutdown.

In general, consumers in areas which are in closer proximity to the Sungai Dua WTP and major pipelines will experience a shorter SWSI than areas that are further away. Water supply to all key industrial areas (including the Bayan Lepas, Perai, Bukit Minyak and Batu Kawan areas) and the Penang International Airport should be recovered in 24 or 48 hours.

PBAPP plans to achieve full (100%) water supply recovery in 60 hours, on Monday, 28.4.2025. However, we may anticipate a few “localised” issues in some of the higher ground and end-of-line neighbourhoods in SPS and DBD.

PBAPP apologises for all the inconveniences that will be caused by the April 2025 SWSI. PBAPP must act now to implement urgent waterworks that will improve water supply services for the benefit of the people and businesses located in Penang.

Thank You.

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