

6.30pm, 28.4.2025
 Media Release

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

SUCCESSFUL COMPLETION OF APRIL 2025 SWSI: 100% WATER SUPPLY RECOVERY

PENANG, Monday, 28.4.2025: PBAPP has successfully recovered water supply for all the 341,708 water consumers affected by the April 2025 scheduled water supply interruption (SWSI).

The following is a brief summary of the April SWSI water works and water supply recovery process:

Time	Date	Event	Status
4.00pm	26.4.2025	Completed: 23 scheduled water works projects.	✓
10.00pm	26.4.2025	Phase 1 water supply recovery for 136,683 affected water consumers in Seberang Perai Utara (SPU), Seberang Perai Tengah (SPT) and the North-East District (DTL) on Penang Island.	✓
10.00pm	27.4.2025	Phase 2 water supply recovery for 163,502 affected consumers in Seberang Perai Selatan (SPS) and the South-West District (DBD) on Penang Island	✓
6.30pm	28.4.2025	Phase 3 water supply recovery for the remaining 41,523 consumers in the end-of-line (EoL) and high ground neighbourhoods in SPS and DBD.	✓

This brings us to a successful conclusion to the April 2025 SWSI, with the following positive outcomes:

- Completion of 23 urgent water works projects on time, as planned;
- Recovery of water supply services for 341,708 water consumers affected by the April SWSI as scheduled; and



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- Pumping an additional 50 million litres per day of treated water from the Sungai Dua WTP from May 2025 to better meet Penang's water demand this year; and
- Improved water supply services for the benefit of 465,000 Penang water consumers in the service areas of the Sungai Dua Water Treatment Plant: delivery of more water daily, improved water pressures and reduction of intermittent water issues in the EoL and high ground neighbourhoods in SPS and DBD.

As such, I am grateful to the PBAPP Team and our contractors for keeping to the plan and staying on schedule during the April 2025 SWSI. I commend the water tanker teams who worked tirelessly to provide water relief in all the affected areas.

I would also like to record my sincere appreciation to Chief Minister YAB Tuan Chow Kon Yeow and the Penang State Government for the kind support.

Finally, I must thank all our customers who were affected by this SWSI for their understanding, patience and cooperation.

Thank You.

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