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Media Release

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SUDDEN POWER SUPPLY OUTAGE CAUSED A SHUT DOWN OF SUNGAI DUA WATER TREATMENT PLANT (WTP) LAST NIGHT

- **Number of affected water consumers: 130,790.**
- **Water supply recover status: Restored for 125,290 consumers at 4.30pm today.**
- **PBAPP scrambling to normalise water supply for the remaining 5,500 affected consumers by midnight tonight.**

PENANG, Friday, 9.10.2026: A sudden and massive TNB power outage caused a shutdown of pumping, treatment and chemical dosing operations at PBAPP's Sungai Dua WTP in Seberang Perai Utara at 11.17pm on 8/10/2026.

The outage affected water supply for a total of 130,790 water consumers in various districts in Seberang Perai and Penang island.

The backup power generators at the Sungai Dua WTP could not be deployed in time to prevent the shutdown of the operations.

PBAPP immediately activated its emergency response plan (ERP) to recover water supply services for the affected consumers. As at 4.30pm today (9/10/2026), water supply has been recovered for 96% of the affected consumers.

PBAPP personnel are now working as quickly as possible to recover services for the remaining 5,500 affected consumers by midnight tonight.

PBAPP's recovery of water supply is different from recover of a TNB power outage. Following the shutdown of the Sungai Dua WTP, treatment units and pumps must be restarted in sequence. Chemical dosing must be restored, trapped air released from pipelines and water pressure gradually rebuilt before normal supply can resume.

This the 4th such outage that has been detected to affect the Sungai Dua WTP. PBAPP is now looking into backup power options to prevent future Sungai Dua WTP shutdowns arising from power outages.

The two potential options are:

1. Battery energy storage: Assessing whether stored electricity can maintain critical plant operations during short interruptions and the transition to backup power.
2. Hydrogen-based power generation: Assessing its feasibility as an alternative source of electricity for plant operations.

In the meantime, PBAPP seeks the kind patience and understanding of all water consumers affected by this incident. We apologise for all inconveniences caused.

For updates on the recovery status, kindly check on the PBAPP's Notices Facebook page.

Thank You.

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