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Media Release

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UNSCHEDULED WATER SUPPLY INTERRUPTION (UWSI): WATER SUPPLY RECOVERY FOR AFFECTED CUSTOMERS

- **Pipeline burst in Kampung Lokan, in Seberang Perai Utara (SPU), 11.30pm, 12 October 2026.**
- **Completion of repair works: 4.00pm, 13 October 2026**
- **Water supply recovery: from 6.00pm, 13 October 2026**

PENANG, Wednesday, 14.10.2026: PBAPP has restored water supply services for about 126,440 of affected water consumers in Seberang Perai Utara (SPU), Daerah Barat Daya (DBD) and Daerah Timur Laut (DTL) on Penang Island, following an unscheduled water supply interruption (UWSI).

The UWSI was triggered by an early morning burst pipe incident in Kampung Lokan, SPU, which was detected at 11.30pm, Monday night, 12 October 2026. The burst 300mm pipeline section was causing a flood in the village. It was connected to a major 1,350mm pipeline.

To enable repairs, PBAPP had to “shut down” the 1,350mm pipeline that is being used to pump treated water from the Sungai Dua Water Treatment Plant (WTP) to Penang’s twin submarine pipelines in Butterworth.

As such, this pipeline shutdown temporarily reduced the volume of water that was being pumped from the Sungai Dua WTP to Penang Island.

About 130,790 registered consumers in SPU, DBD and DTL experienced low water pressure or no water supply. The affected consumers included factories operating in the Bayan Lepas FTZ.

PBAPP’s emergency response plan (ERP) protocols were initiated to ensure a rapid response. Repairs works were completed at 4.00pm.

As at 7.00am today, water supply services were normalised for 96.67% of the affected consumers.

PBAPP apologises 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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