



PBA
Perbadanan Bekalan Air
Pulau Pinang Sdn Bhd
199901001061 (475961-X)

Memenuhi segala keperluan bekalan air anda
Meeting all your water supply needs

16.1.2026
Media Release

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CEO, PBAHB and PBAPP.

0.6% DROP IN PENANG WATER CONSUMPTION IN 2025

- **Average water consumption by 721,066 consumers was 865 million litres per day (MLD) in 2025 as compared to 870 MLD in 2024.**
- **PBAPP produced an average of 1,208 MLD of treated water in 2025. The non-revenue water (NRW) percentage was 28.4% in 2025 as compared to 28.0% in 2024.**

PENANG, Friday, 16.1.2026: Water consumption in Penang dropped marginally by about 5 million litres per day (MLD) or 0.6% in 2025 as compared to 2024.

This is a positive development for Penang. It shows that more Penangites and businesses based here are heeding the advice of the Penang State Government and PBAPP to use water wisely in a water-stressed state with limited raw water resources.

Table A compares the key data on water production and consumption in Penang in 2024 vs 2025:

Table A	2024	2025
1. PBAPP treated water production	1,208 MLD	1,208 MLD
2. Recorded water consumption	870 MLD	865 MLD
3. Non-revenue water (NRW)	28.0%	28.4%

Treated water production

The daily treated water production remained the same in 2025, which was 1,208 MLD. This was the same treated water production for 2024.

As in previous years, the largest volume of treated water was produced in the Sungai Dua Water Treatment Plant (WTP) in Seberang Perai Utara (SPU).

In 2025, about 1,033 MLD (85.5%) of the 1,208 MLD of treated water produced by PBAPP in Penang was pumped out from the Sungai Dua WTP.



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In comparison to the Sungai Dua WTP, the 9 other WTPs in Penang produced a total of 175 MLD, or 14.5% of the total treated water production in 2025. The primary roles of these 9 other WTPs are to provide treated water supply in the areas outside the service areas of the Sungai Dua WTP and supplement supply in “borderline areas”.

These statistics underscore the importance of the Sungai Dua WTP as Penang's most important producer of treated water for daily use. The numbers also reflect the importance of Sungai Muda to Penang because Sungai Muda is the Sungai Dua WTP's primary raw water resource.

Of the 1,033 MLD of treated water produced in Sungai Dua in 2025, about 638 MLD (62%) was distributed to consumers in Seberang Perai. The remaining 395 MLD (38%) was pumped to consumers in Penang Island via 3 sets of twin submarine pipelines.

Recorded water consumption

The number of registered water consumers in Penang increased by 15,538 consumers (2.2%), from 705,528 consumers in 2024 to 721,066 consumers in 2025. Generally speaking, past trends showed that increasing numbers of water consumers tended to consume higher volumes of water with each passing year.

As such, the marginal 5 MLD drop in overall water consumption in 2025 represents relatively good news, providing mild relief to Penang's water-stressed status. Moreover, it should be noted that Penang managed to weather through a hot and dry El Niño phenomenon in 2025 without a water crisis.

The data proves that PBAPP's on-going water saving campaigns which promote water saving and wiser usage of water are delivering results.

Non-revenue water (NRW)

In 2025, PBAPP recorded a 0.4% increase in NRW, or water loss, as compared to 2024. In metric terms, this 0.4% NRW is equivalent to about 1.7 MLD.

This marginal increase is partly due to scheduled water supply interruptions (SWSIs) as related to critical infrastructure upgrading and repair works. For example, a significant of NRW loss was incurred during the April 2025 SWSI that affected about 340,000 water consumers in Seberang Perai and Penang Island.

The other primary factor are unscheduled water supply interruptions (UWSIs), resulting from burst and leaking pipelines, some of which have been in service for more than 50 years.



A secondary factor was the implementation of various PBAPP's engineering projects aimed at addressing and resolving water supply issues in Seberang Perai Selatan (SPS). The NRW percentage for SPS in 2025 was 30.9% while the specific NRW percentage for SPS in December 2025 was 26.6%.

Table B compares the key statistics regarding water consumption and NRW percentages in Penang Island and Seberang Perai in 2025:

Table B	Consumption	% of Total Consumption	% NRW
Penang Island	368 MLD	42.5%	26.7%
Seberang Perai	497 MLD	57.5%	29.6%
State of Penang	865 MLD	100.0%	28.4%

The national average was 34.3% in 2024. Only 2 other Malaysian states reported lower NRW percentages than Penang's 28.0% in 2024: Johor (24.1%) and Selangor (27.0%).

It should be noted that in 2025, PBAPP focused on optimising its 25.4 MLD “Zero Waste Water Recycling Project” in the Sungai Dua WTP.

Under this project, PBAPP continuously “harvested” a significant additional pool of recycled water to produce more treated water for supply in Penang. No other Malaysian water supply operator was doing this in 2025.

NRW represents “water loss”. The key benefit of NRW reduction is to make available a higher volume of treated water for supply to consumers. As such, the 25.4 MLD “water gain” from PBAPP’s water recycling project may be equated a 7.4% reduction in NRW in Penang in 2025.

Nevertheless, PBAPP aims to achieve a NRW target of 25.0% for Penang in 2026. The key NRW reduction initiatives being planned and implemented include pipe replacement, meter replacement and District Metered Areas (DMA) establishment.

Thank You.

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