

23.11.2018

PRESS STATEMENT

by Dato' Ir. Jaseni Maidinsa,
Chief Executive Officer,
PBA Holdings Bhd (PBAHB) and
Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP)

BURST WATER PIPES: PBAPP RESPONDS FASTER WITH PUBLIC REPORTS

- **PBAPP appreciates public reporting of burst water pipes as such reports enable fast repair work.**
- **Thanks to a public report on 20.11.2018, PBAPP managed to repair a 300mm pipeline at Jalan Nunn in 6 hours. SPAN's KPI for this category of repairs is 36 hours.**

PENANG, Friday, 23.11.2018: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) appreciates all public reports on burst roadside pipes in Penang. Timely reports from the public allow PBAPP to respond promptly, thereby minimising water losses and public inconvenience.

A good example is a recent case that occurred at Jalan Nunn, near Jalan Utama on 20.11.2018:

- At 6.32am, PBAPP's 24-hour Call Centre logged a call from a passer-by regarding the burst pipe.
- At 7.45am, PBAPP's emergency repair team arrived at the location.
- At 8.00am, the team closed two nearby water valves to facilitate repair works on a 300mm HDPE (high-density polyethylene) pipeline.
- At 12.00 noon, the team completed repairs on a longitudinal crack on the pipeline.
- At 12.30pm, the valves were re-opened.

- At 1.15pm, supply was normalised to all consumers affected by this unscheduled water supply interruption.
- At 3.00pm, road reinstatement works were completed.

SPAN KPI FOR 300mm PIPE REPAIRS: 36 HOURS

On 20.11.2018, PBAPP managed to complete the repair work at Jalan Nunn in 6 hours. The key performance indicator (KPI) for this category of pipeline repair, as set by the National Water Services Commission (SPAN), is 36 hours.

As such, we would like to thank Mr. Boo Soon Yew, the “Good Samaritan” who reported the burst pipe to PBAPP. Mr. Boo subsequently wrote an email to The Star that was published on 21.11.2018.

In his email, Mr. Boo enquired about the PBAPP’s Standard Operating Procedure (SOP) for such repairs.

On 20.11.2018, PBAPP personnel followed our SOP in a timely manner.

Mr. Boo’s report was forwarded by the call centre to PBAPP’s operations department. A work order was generated to mobilise an emergency repair team. The team packed equipment to expedite repairs on that specific 300mm pipeline.

About 73 minutes after Mr. Boo lodged his report, the PBAPP team arrived on-site.

The team then successfully completed the repairs in 6 hours.

As a reference, the following are SPAN’s KPIs for pipe repairs that are applicable to all water service licensees in Peninsular Malaysia:

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|---------------------------------------|----------|
| • Communication pipes | 24 hours |
| • Pipes with a diameter below 200mm | 24 hours |
| • Pipes with a diameter 200mm - 600mm | 36 hours |
| • Pipes with a diameter above 600mm | 48 hours |

REPORT BURST PIPES TO THE PBAPP CALL CENTRE OR VIA THE “MYPBA” APP

PBAPP would like to take this opportunity to thank all the people who have reported burst pipes to PBAPP in 2018.

We would like to urge more Penangites to kindly follow Mr. Boo’s good example and report all burst pipes to PBAPP promptly, through the following convenient channels of communication:

- PBAPP 24-Hour Call Centre : 04 255 8 255
- “myPBA” app for smart phones and tablets : Available for download from the Apple App Store and Google Play Store.

Public cooperation is much appreciated.

Thank You.

Dato’ Ir. Jaseni Maidinsa,
Chief Executive Officer,
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