

PERFORMANCE DATA (Q1 - 2020)



Average water
reserve margin
9.34%

Target Water Reserve Margin: 15%



Length of
Distribution
Network
29,151 km



Number of Assets
Water Treatment Plants: **34**
Dams: **7**
Off River Storage (ORS): **3**
Hybrid Off-river Augmentation
System (HORAS 600): **1**



Response time by Contractor for
Pipe Burst and Pipe Leak Incidents
54% Response Time by Contractor
(Pipe Burst Cases) Less Than or Equal to
60 minutes (97 / 178 cases)
67% Response Time by Contractor
(Pipe Leak Cases) Less Than or Equal to
60 minutes (4,941 / 7,374 cases)



Average Daily WTP
Production
**4,988
million litres**

Average Daily Domestic Consumption:
234 litres per capita



Number of ERP
Activation due to
Major Disruption
2 Times



Number of Pipe Leak
Incidences
27,223 incidents



Response Time by Air Selangor Staff
for Pipe Burst and Pipe Leak Incidents
97% Response Time by Staff
(Pipe Burst Cases) Less Than or Equal to
30 minutes (173 / 178 cases)
93% Response Time by Staff
(Pipe Leak Cases) Less Than or Equal
to 30 minutes (7,468 / 8,029 cases)



Pipe Burst Index
8.67nos/100km/year
2019:
9.61 nos/100km/year

Singapore : 4.6 nos / 100km / year
Adelaide, Australia : 20 nos / 100 km / year
Toronto, Canada : 17.1 nos / 100 km / year
Thames Water, United Kingdom : 27.57 nos / 100 km / year



Non-revenue Water
(NRW)
29.95% (m3)



Number of Service
Disruptions
Scheduled - 374
Unscheduled - 7361



Water Quality
Compliance
99.76%