

PERFORMANCE DATA (Q2 - 2020)



Average water
reserve margin
11.30%

Target Water Reserve Margin: 15%



Length of
Distribution
Network
29,242 km



Number of Assets
Water Treatment Plants: **34**
Dams: **8**
Off River Storage (ORS): **3**
Hybrid Off-river Augmentation
System (HORAS 600): **1**



Response time by Contractor for
Pipe Burst and Pipe Leak Incidents

85% Response Time by Contractor
(Pipe Burst Cases) Less Than or Equal to
90 minutes (182 / 214 cases)



88% Response Time by Contractor
(Pipe Leak Cases) Less Than or Equal to
90 minutes (9,453 / 10,635 cases)



Average Daily WTP
Production
**4,985
million litres**

Average Daily Domestic Consumption:
234 litres per capita



Number of ERP
Activation due to
Major Disruption
3 Times



Number of Pipe Leak
Incidences
54,777 cases



Response Time by Air Selangor Staff
for Pipe Burst and Pipe Leak Incidents

95% Response Time by Staff
(Pipe Burst Cases) Less Than or Equal to
30 minutes (205 / 214 cases)

92% Response Time by Staff
(Pipe Leak Cases) Less Than or Equal
to 30 minutes (10,598 / 11,508 cases)



Pipe Burst Index
8.21nos/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)
30.05% (m3)



Number of Service
Disruptions
**Scheduled and
Unscheduled - 2171**



Water Quality
Compliance
99.79%