

PERFORMANCE DATA (Q3 - 2020)



Average water
reserve margin
12.65%

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

86% Response Time by Contractor
(Pipe Burst Cases) Less Than or Equal to
90 minutes (192 / 223 cases)



93% Response Time by Contractor
(Pipe Leak Cases) Less Than or Equal to
90 minutes (9,806 / 10,536 cases)



Average Daily WTP
Production
**4,975
million litres**

Average Daily Domestic Consumption:
234 litres per capita



Number of ERP
Activation due to
Major Disruption
7 Times



Number of Pipe Leak
Incidences
89,423 cases



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 (217 / 223 cases)

93% Response Time by Staff
(Pipe Leak Cases) Less Than or Equal
to 30 minutes (10,449 / 11,154 cases)



Pipe Burst Index
8.60nos/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)
28.31% (m3)



Number of Service
Disruptions
**Scheduled and
Unscheduled - 3199**



Water Quality
Compliance
99.78%