

PERFORMANCE DATA (Q4 - 2020)



Number of Third-party
Pollution Incidences Detected
1 Resulting in Service
Disruptions: 1



Number of
Accounts
2,491,888



Water reserve
margin
11.87%



Length of
Distribution
Network
29,540 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
88% Response Time by Contractor
(Pipe Burst Cases) Less Than or Equal to
90 minutes (221 / 251 cases)
93% Response Time by Contractor
(Pipe Leak Cases) Less Than or Equal to
90 minutes (10,114 / 10,854 cases)



Average Daily WTP
Production
(January - September)
4,964
million litres



Number of ERP
Activation due to
Major Disruption
7 Times



Number of Pipe Leak
Incidences
35,191 cases



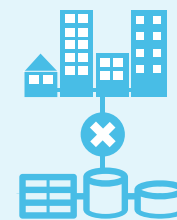
Response Time by Air Selangor Staff
for Pipe Burst and Pipe Leak Incidents
95% Response Time by Staff
(Pipe Burst Cases) Less Than or Equal to
30 minutes (239 / 251 cases)
94% Response Time by Staff
(Pipe Leak Cases) Less Than or Equal
to 30 minutes (10,650 / 11,305 cases)



Pipe Burst Index
8.87nos/100km/year
2019:
9.61 nos/100km/year



Non-revenue Water
(NRW)
28.6% (m3)



Number of Service
Disruptions
Scheduled - 344
Unscheduled - 976



Water Quality
Compliance
99.74%