

# PERFORMANCE DATA (Q1 - 2021)



Number of Third-party  
Pollution Incidences Detected

**0** Resulting in Service  
Disruptions: 0



Number of  
Accounts  
**2,506,182**



Water reserve  
margin  
**10.87%**



Length of  
Distribution  
Network  
**29,536 km**



## Number of Assets

Water Treatment Plants: **34**  
Dams: **8**  
Off River Storage (ORS): **4**  
Hybrid Off-river Augmentation  
System (HORAS 600): **1**



## Response time by Contractor for Pipe Burst and Pipe Leak Incidents

**95%** Response Time by Contractor  
(Pipe Burst Cases) Less Than or Equal to  
90 minutes (175/ 184 cases)



**93%** Response Time by Contractor  
(Pipe Leak Cases) Less Than or Equal to  
90 minutes (10,578 / 11,322 cases)



## Average Daily WTP Production (January - March)

**5,019**  
million litres



Number of ERP  
Activation due to  
Major Disruption  
**2 Times**



## Number of Pipe Leak Incidences

**35,457 cases**



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

**94%** Response Time by Staff  
(Pipe Burst Cases) Less Than or Equal to  
30 minutes (173 / 184 cases)

**94%** Response Time by Staff  
(Pipe Leak Cases) Less Than or Equal  
to 30 minutes (11,143 / 11,872 cases)



## Pipe Burst Index 2021 Q1:

**8.79 nos/100km/year**  
2020:  
**8.87 nos/100km/year**



## Non-revenue Water (NRW)

**29.92% (m<sup>3</sup>)**



## Number of Service Disruptions

**Scheduled - 259**  
**Unscheduled - 774**



Water Quality  
Compliance  
**99.71%**