

PERFORMANCE DATA (Q2- 2021)




Number of Third-party Pollution Incidences Detected
0 Resulting in Service Disruptions: 0




Number of Accounts
2,525,020




Water reserve margin
12.60%



Length of Distribution Network
29,620 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

97.0% Response Time by Contractor (Pipe Burst Cases) Less Than or Equal to 90 minutes (160 / 165 cases)


95.0% Response Time by Contractor (Pipe Leak Cases) Less Than or Equal to 90 minutes (10,735 / 11,300 cases)




Average Daily WTP Production (January - June)
5,012 million litres



Number of ERP Activation due to Major Disruption
1 Time




Number of Pipe Leak Incidences
34,920 cases



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


98.8% Response Time by Staff (Pipe Burst Cases) Less Than or Equal to 30 minutes (163 / 165 cases)

94.3% Response Time by Staff (Pipe Leak Cases) Less Than or Equal to 30 minutes (11,520 / 12,215 cases)




Pipe Burst Index 2021 Q2:
8.37nos/100km/year

2020:
8.87 nos/100km/year



Non-revenue Water (NRW)
28.04% (m³)



Number of Service Disruptions
Scheduled - **323**
Unscheduled - **555**



Water Quality Compliance
99.85%