

# PERFORMANCE DATA (Q3- 2021)



Number of Third-party Pollution Incidences Detected

**2** Resulting in Service Disruptions: 2



Number of Accounts

**2,536,933**



Water reserve margin

**13.56%**



Length of Distribution Network

**29,754 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

**92.0%**

Response Time by Contractor (Pipe Burst Cases) Less Than or Equal to 90 minutes (115 / 125 cases)



**94.6%**

Response Time by Contractor (Pipe Leak Cases) Less Than or Equal to 90 minutes (10,108 / 10,680 cases)



Average Daily WTP Production (January - September)

**4997**

**million litres**



Number of ERP Activation due to Major Disruption

**4 Time**



Number of Pipe Leak Incidences

**32,442 cases**



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

**94.4%**

Response Time by Staff (Pipe Burst Cases) Less Than or Equal to 30 minutes (118 / 125 cases)

**93.0%**

Response Time by Staff (Pipe Leak Cases) Less Than or Equal to 30 minutes (10,326 / 11,100 cases)



Pipe Burst Index 2021 Q3:

**7.46nos/100km/year**

2020:

**8.87 nos/100km/year**



Non-revenue Water (NRW)

**28.39% (m<sup>3</sup>)**



Number of Service Disruptions

**Scheduled - 521**

**Unscheduled - 549**



Water Quality Compliance

**99.79%**