

# PERFORMANCE DATA (Q4- 2021)



Number of Third-party Pollution Incidences Detected

**1** Resulting in Service Disruptions: 1



Number of Accounts  
**2,557,248**



Water reserve margin  
**13.63%**



Length of Distribution Network  
**30,008 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

**89.7%**

Response Time by Contractor (Pipe Burst Cases) Less Than or Equal to 90 minutes (130 / 145 cases)



**92.1%**

Response Time by Contractor (Pipe Leak Cases) Less Than or Equal to 90 minutes (9280 / 10071 cases)



## Average Daily WTP Production (January - December)

**4991 million litres**



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



## Number of Pipe Leak Incidences

**32,599 cases**



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

**98.6%**

Response Time by Staff (Pipe Burst Cases) Less Than or Equal to 30 minutes (143 / 145 cases)

**91.8%**

Response Time by Staff (Pipe Leak Cases) Less Than or Equal to 30 minutes (9695 / 10558 cases)



## Pipe Burst Index 2021 Q4:

**6.37nos/100km/year**

2020:

**8.87 nos/100km/year**



## Non-revenue Water (NRW)

**27.54% (m<sup>3</sup>)**



## Number of Service Disruptions

**Scheduled - 472**

**Unscheduled - 561**



## Water Quality Compliance

**99.86%**