

PERFORMANCE DATA (Q2 - 2022)



Number of Third-party Pollution Incidences Detected

30 Resulting in Service Disruptions: 2



Number of Accounts

2,566,388




Water reserve margin

10.20%




Length of Distribution Network

30,199 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

88.7% Response Time by Contractor (Pipe Burst Cases) Less Than or Equal to 90 minutes (110 / 124 cases)

92.0% Response Time by Contractor (Pipe Leak Cases) Less Than or Equal to 90 minutes (10,346 / 11,247 cases)




Average Daily WTP Production (January - June)

5,080 million litres




Number of ERP Activation due to Major Disruption

2 Time



Number of Pipe Leak Incidences


85,312 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 (117 / 124 cases)


91.5% Response Time by Staff (Pipe Leak Cases) Less Than or Equal to 30 minutes (10,755 / 11,759 cases)



Pipe Burst Index 2022 Q1:


5.42 nos/100km/year

2021: **6.37 nos/100km/year**



Non-revenue Water (NRW)

29.10% (m³)



Number of Service Disruptions

Scheduled - **843**
Unscheduled - **1,052**



Water Quality Compliance

99.82%