

PERFORMANCE DATA (Q3 - 2022)




Number of Third-party Pollution Incidences Detected
13 Resulting in Service Disruptions: 1




Number of Accounts
2,574,915




Water reserve margin
10.55%



Length of Distribution Network
30,339 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
93.4% Response Time by Contractor (Pipe Burst Cases) Less Than or Equal to 90 minutes (155 / 166 cases)
92.5% Response Time by Contractor (Pipe Leak Cases) Less Than or Equal to 90 minutes (9,930 / 10,739 cases)




Average Daily WTP Production (January - September)
5,108 million litres




Number of ERP Activation due to Major Disruption
5 Time




Number of Pipe Leak Incidences
125,015 cases




Response Time by Air Selangor Staff for Pipe Burst and Pipe Leak Incidents
91.0% Response Time by Staff (Pipe Burst Cases) Less Than or Equal to 30 minutes (151 / 166 cases)
90.3% Response Time by Staff (Pipe Leak Cases) Less Than or Equal to 30 minutes (10,086 / 11,171 cases)



Pipe Burst Index 2022 Q3:
5.35 nos/100km/year
 2021:
6.37 nos/100km/year



Non-revenue Water (NRW)
28.08% (m³)



Number of Service Disruptions
 Scheduled - **336**
 Unscheduled - **1072**



Water Quality Compliance
99.84%