

PERFORMANCE DATA AS OF DECEMBER 2022



Number of Third-party Pollution Incidences Detected

55 Resulting in Service Disruptions: 6



Number of Accounts

2,588,993




Water reserve margin

12.18%




Length of Distribution Network

30,422 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


92.2% Response Time by Contractor (Pipe Burst Cases) Less Than or Equal to 90 minutes (130 / 141 cases)

92.0% Response Time by Contractor (Pipe Leak Cases) Less Than or Equal to 90 minutes (11,050 / 12,011 cases)




Average Daily WTP Production (January - December)

5,117 million litres




Number of ERP Activation due to Major Disruption

7 Time



Number of Pipe Leak Incidences


167,273 cases



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

95.0% Response Time by Staff (Pipe Burst Cases) Less Than or Equal to 30 minutes (134 / 141 cases)


88.5% Response Time by Staff (Pipe Leak Cases) Less Than or Equal to 30 minutes (10,952 / 12,382 cases)



Pipe Burst Index 2022 Q4:


5.35 nos/100km/year

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



Non-revenue Water (NRW)

27.76% (m³)



Number of Service Disruptions

Scheduled - **226**
Unscheduled - **1073**



Water Quality Compliance January - December 2022

99.84%