

PERFORMANCE DATA AS OF MARCH 2023




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




Number of Accounts
2,602,121




Water reserve margin
10.53%



Length of Distribution Network
30,543 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 (104 / 113 cases)
93.6% Response Time by Contractor (Pipe Leak Cases) Less Than or Equal to 90 minutes (15,017 / 16,041 cases)




Average Daily WTP Production (January - March)
5,163 million litres



Number of ERP Activation due to Major Disruption
2 Time




Number of Pipe Leak Incidences
51,153 cases




Response Time by Air Selangor Staff for Pipe Burst and Pipe Leak Incidents
90.3% Response Time by Staff (Pipe Burst Cases) Less Than or Equal to 30 minutes (102 / 113 cases)
85.5% Response Time by Staff (Pipe Leak Cases) Less Than or Equal to 30 minutes (14,645 / 17,132 cases)



Pipe Burst Index 2023 Q1:
5.17 nos/100km/year
 2021:
5.35 nos/100km/year



Non-revenue Water (NRW)
29.30% (m³)



Number of Service Disruptions
 Scheduled - **484**
 Unscheduled - **487**



Water Quality Compliance January - March 2023
99.89%