

27.3.2020

## PRESS STATEMENT

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CEO, PBA Holdings Bhd and PBAPP

### **DO NOT BELIEVE FAKE NEWS: PBAPP WILL CONTINUE TO SUPPLY WATER IN PENANG, 24/7, DURING THE MCO PERIOD.**

- **PBAPP has lodged a police report regarding an irresponsible “fake news” audio recording that was circulating via social media.**

PENANG, Friday, 27.3.2020: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) will continue to supply water to all water consumers in Penang, 24/7, during the Movement Control Order (MCO) period.

As announced by the Prime Minister on 25.3.2020, MCO period has been extended to 14.4.2020. PBAPP personnel will continue to work daily to meet all the water supply needs of the people and the state.

We are committed to doing our jobs, despite facing higher risks daily, because people need water every day. It is our duty to ensure that the people have sufficient water to use, as they stay at home and wash their hands regularly to stay safe from COVID-19 infections.

Kindly note that the World Health Organisation (WHO) has stated that disinfectants such as chlorine facilitates the die-off of the COVID-19 virus.\* PBAPP uses chlorine to disinfect raw water, water treatment plants and the water distribution system in Penang.

As such, the treated water in Penang is safe for drinking, insofar as the COVID-19 virus is concerned. However, just to be safe, we advise people to boil tap water before drinking.

### **FAKE NEWS**

On 25.3.2020, PBAPP lodged a police report regarding “fake news”. This police report is related to an audio recording that had been circulating on a social media platform.

*A person made and circulated a recording claiming that water supply operations in Penang would stop very soon, and that there would be no water supply.*

PBAPP would like to state clearly that the abovementioned allegations are **unfounded, untrue and totally irresponsible. It is fake news. Following our police report, there will be a police investigation.**

### **NO WATER RATIONING DURING THE MCO PERIOD**

PBAPP is adhering to the Penang State Government’s policy of “no water rationing”, especially during this time when water consumers are asked to stay home to fight COVID-19.

We are continuing to operate normally, striving to supply water to all 631,250 registered water consumers in Penang, albeit with dry weather controls in place.

As at 26.3.2020, the effective capacities of Penang’s 3 key dams are as follows:

Dam		Effective Capacity on 26.3.2020
a.	Air Itam Dam	37.2%
b.	Teluk Bahang Dam	23.1%
c.	Mengkuang Dam	69.3%

On 26.3.2020, the level of Sungai Muda, Penang’s primary raw water resource, was 1.55m. PBAPP was able to abstract the raw water that Penang needed daily from the river. Whenever there is any shortfall from Sungai Muda, we will take water from the Mengkuang Dam to ensure that there is sufficient raw water for the Sungai Dua Water Treatment Plant that produces more than 80% of Penang’s treated water.

According to a 25.3.2020 media release issued by the Meteorological Department, the inter-monsoon season is expected to begin from today (27.3.2020). During the inter-monsoon season, the weather is forecasted to be stormy and rainy.

As such, we may look forward to some rainfall in the catchment areas of Penang’s dams soon. Hopefully, there will be enough rainfall to raise the effective capacities of Penang’s dams.

## GET THE RIGHT FACTS, DIRECT FROM PBAPP

It is PBAPP's policy to inform the people, openly and precisely, about the water supply scenario in Penang, via the following primary channels of communication:

- Newspaper reports
- Facebook postings ("PBAPP Penang")
- Website updates ([www.pba.com.my](http://www.pba.com.my))
- "myPBA" app (downloadable from the Apple App Store and Google Play Store).

Kindly note that any "unofficial news" on Penang water supply that do not originate from official Penang State Government or PBAPP communication channels are likely to be "fake news".

We also operate a 24-Hour Call Centre (tel. no: 04 255 8 255) to address enquiries. Water consumers who are concerned by alarming or startling social media posts/sharings (regarding water supply in Penang) may seek clarification from our 24-Hour Call Centre.

Thank You.

\*Data source: <https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19>

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