



SIBU WATER BOARD
LAPORAN TAHUNAN
2011
ANNUAL REPORT



Towards World Class In Providing Potable Water For Central Region Of Sarawak



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BOARD'S SONG

"KE ARAH MISI DAN VISI"

Verse 1

C F

Air sumber kehidupan

G C

Kualiti teras kejayaan

Em Am

Berkhidmat penuh kepimpinan

F G

Itulah tanggungjawab kami

Verse 2

C F

Melangkah maju ke hadapan

G C

Mencapai cita-cita bersama

Em Am

Kepekaan dan pengurusan

F G

Sistematik dan berwawasan

Chorus

C Am

Menjamin kemudahan untuk kita semua

F G

Berintegriti mengecapi Impian

Em Am

Berinovasi sentiasa berusaha

F G C

Ke arah visi dan misi bertaraf dunia

Bridge

F Em

Bekalkan air yang bersih dan lestari

F G C

Bermutu tinggi harga berpatutan

Em Am Em Am

Berganding tangan bersama demi nusa dan bangsa

F G

Tekad berikrar kami perjuangkan

Repeat Chorus

OUR VISION

*Towards World Class In Providing
Potable Water
For Central Region Of Sarawak*

OUR MISSION

*The provision of safe,
reliable and competitively priced
water supply at
the highest attainable
standards in Quality & Service*



CHAIRMAN'S STATEMENT



INTRODUCTION

On behalf of the Board, I have the pleasure to present the Annual Report for the financial year ended 31 December 2011.

FINANCIAL REVIEW

The Board's water sales had increased by 3.2%, from the previous year of RM22.42 million to RM23.18 million. The other operating revenue also improved to RM5.41 million against the previous year of RM5.12 million. This higher other operating income in 2011 was attributed to the isolated gains on disposal of motor vehicles and other office equipment.

The total operating expenditure including depreciation expense for the year increased by 3.7% or RM1.15 million from RM30.89 million in 2010 to RM32.04 million in 2011. The depreciation expense increased to RM11.65 million from the previous year of RM11.44 million, against an increase in the Fixed Assets by RM8.12 million, mainly for works on new services, renewal programme, headwork improvement and acquisition of IT and NRW related equipments, among others. The increase on the non-depreciation expenses to RM20.40 million from RM19.46 million in 2010, or by 4.8%, is justified by the increase of 8.6% in production from the previous year.

Owing to the high depreciation cost, net loss for the year went up to RM3.5 million after tax expense of RM2,586 which was deducted from dividend income.

The Board had been highly dependant on soft loan from the government for its development projects, and at the end of the year, serviceable term loans have accumulated to RM125.9 million.

PRODUCTION AND CONSUMPTION

The Board produced a total of 41,963 megalitres (ML) of fully treated water in the year compared to 38,654 ML the previous year, an increase of 8.56%. The average daily production rose to 114.97ML from 105.90 ML the previous year, with the maximum daily production recorded at 129.76ML as against the minimum of 113.79ML.

With a 2.9% increase in the number of active services, from 56,189 in 2010 to 58,629 at the end of 2011, the consumption for the year increased to 28,776 ML from 27,532 ML the previous year, a rise of 4.5%.

DEVELOPMENT AND IMPROVEMENT PROGRAMMES

Development

To further improve the reliability of water supply at Deshon-Teku area, the Proposed Upgrading of Deshon-Teku Booster Stations & Supply Zone costing RM2.1 million had commence in 2011 and is expected to be completed by the end of 2012. The completion of this project will also meet the demand of Pasai-Siong Water Supply, a project currently implemented by JKR and scheduled for completion in 2012.



CHAIRMAN'S STATEMENT

With the completion of the On-Site Electrochlorination System under the Upgrading of Bukit Lima Water Treatment Plant Stage 2, the Board have removed the only "major hazard" as stipulated under the Occupational Safety and Health Act, and Sibu is now a "chlorine-gas-free" town. The sludge treatment system installed under this package also ensured compliance with the Environmental Act. Apart from making use of the previously decommissioned components of the treatment plant, the system is also the first of its kind in the country where it uses very low energy dewatering technology and produces good dryness sludge "cakes". 2011 marked the first year of the 10MP. Under the 10MP allocation for Federal Reimbursable loans, only one continuation project for NRW with a scheme value of RM30 million was approved for Sibu Water Board. However, the collapse of the existing trunk main at Jalan Tun Ahmad Zaidin Aduce (Zone 60m) in August 2011 prompted the Ministry of Energy, Green Technology and Water to approve an additional RM9 million under the NRW scheme to install a second trunk main. Pipes and fittings have been ordered from JKR and the project will commence in 2012.

Non Revenue Water (NRW)

Out of the 47 District Metering Areas (DMA) established for the Board's supply area, so far only 20 DMAs have been fully instrumented and closely monitored. The remaining DMAs are at various stages of isolation and instrumentation.

The major challenge faced by the Board has been ground settlement causing pipe failures, and renewal of aged and corroded mains and communication pipes remained an important agenda. A total of 17,013 aged, non-registering and damaged meters were also replaced in the year.

Training on the applications of Total Asset Management, Geographical Information System (GIS) and Network Modeling continued, and there are plans to procure enhancement to the systems, budget permitting.

Despite all the efforts, the average NRW for the year had increased to 31.4%. This may be attributed to the improvement in the system pressure with the completion of Salim Treatment Plant Phase II and Upgrading of Bukit Lima Treatment Plant. Nevertheless, a review of the NRW Strategic Plan is being carried out to address the trend, including revising the DMAs. Pressure Management Systems (I2O and Regulo) are currently being installed in some of the DMAs and are showing tremendous savings in water loss. Budget permitting, more such systems will be put in place.

Customer Service

The installation of Helpdesk and SMS Gateway Systems, complimented by the GIS, have enabled the Board to advise affected customers through SMS on any scheduled or unscheduled interruption of supply, among other functions. By the end of the year, 17,000 customers have registered their mobile phone numbers to enjoy the service. The Board's official website (www.swb.gov.my) have also been revamped with emphasis on announcements on such interruptions and other useful information, especially on the Frequently Asked Questions (FAQ). Since December 2011, the website had been getting an average of around 8,700 'hits' per month. Keeping customers informed goes a long way in reducing the number of complaints.

Key Focus Activities (KFA)

Another two (2) KFAs were successfully completed in 2011, jointly carried out with LAKU Management Sdn. Bhd. The KFA entitled "To review and improve on the process such that reticulation plans submitted by consultants/developers can be approved within a certain time frame" was led by Sibu Water Board. The group managed to reduce the time frame from several months to within one month. A "Guideline for the submission of Water Supply and Internal Plumbing Systems for Development Schemes" was formulated and launched during the Board's Annual Dinner in January 2012.



CHAIRMAN'S STATEMENT

LAKU Management Sdn. Bhd. led the other KFA entitled "To ensure that new service connections are installed within four (4) working days after payment of fees".

It is heartening to note that a Statutory Body and a Government Linked Company (GLC) are able to work together for a common cause.

OUTLOOK

The Board have been operating at a loss for ten (10) consecutive years. The outlook for 2011 and beyond will be bleak as the Board's reserve have been depleted over the years. To assist in the Board's cash flow, the State Government had approved the deferment of repayment of two (2) of the serviceable term loans to 2015. Without a revision of the tariff or a drastic change in the consumption pattern in the near future, the Board will lose its financial viability and may call for financial assistance other than the soft loans currently given by the Government for development projects.

APPRECIATION

The Board wishes to place on record its appreciation to Encik Sayun Ambing, whose term expired in March 2011, after serving the Board for four years. I wish to take this opportunity to thank him for his valuable contributions during his term as Board Member and wish him all the best in his new undertakings.

To my fellow members, I wish to express my sincere appreciation on their good advice, support and co-operation in ensuring positive progress and performance of the Board. I also wish to thank the Management team and staff for their dedication, hardwork and loyalty towards achieving another successful year.

Last but not the least, I would like to place on record my heartfelt thanks and gratitude to the State and Federal governments, all government departments and agencies, valued customers and suppliers for their understanding, continued support and trust placed on the Board.

HJ. UBAIDILLAH BIN HJ. ABDUL LATIP
Chairman



ESTABLISHMENT

Incorporation

Incorporated under the Sibu Water Board Order, 1959 made under Section 19 of the Water Supply Ordinance 1959 (Cap. 141) and re-incorporated under the Sibu Water Board Order, 1995 made under Section 19 of the Water Ordinance 1994 when the Water Supply Ordinance 1959 was repealed. The constitution of the Board was further amended vide Sibu Water Board Order 2002 and Sibu Water Board Order 2005.

Objectives of the Board

A body corporate established by the Yang diPertua Negeri as the water authority to administer, manage and supervise all water works situated within the area specified below:

Commencing from a Trig point numbered TT352 at the Sibu/Kanowit District Boundary on the true left bank of Batang Rajang about 1300 metres from East of Sungai Pak; thence on a South/Westerly direction following the Sibu/Kanowit District Boundary until it reaches Trig marked N134 on the common Divisional Boundary of Sibu/Sariket; thence following the Sibu/Sariket Divisional Boundary on a West/Northerly direction until it reaches the confluence of Loba Singat at Batang Lassa; thence on bearing 90 degree for a distance of 46 Km to reach a point at 'A' on the common District Boundary of Sibu/Dalat; thence following the existing Sibu/Dalat District Boundary on a Southerly direction for a distance of approximately 45 Km; thence following the existing Sibu/Kanowit District Boundary on a Southerly direction for a distance of approximately 10 Km to reach the Trig marked TT352, being the point of commencement.

Statutory Functions of the Board

Pursuant to Section 18 (3) - (4) of the Water Ordinance 1994, the general functions of the Board as a water authority are:

- to have the custody, management and administration of water works and the water therein and the management of the supply and distribution of such water within its area of supply subject to the general control and supervision of the State Water Authority.
- to supply water to the consumers within the limits of its area of supply subject to the provision of the Water Ordinance 1994 and any regulations made thereunder.



CORPORATE INFORMATION

BOARD MEMBERS 2011



CHAIRMAN

Tuan Haji Ubaidillah Bin Haji Abdul Latip



Encik Nicholas Sia



Encik Danien Ak Rangu



Encik Sim Kok Kee



**Dr. Muhamad Rais Abdullah
@ Krishnan A/L Kalimuthu**



Encik Wong Nang Yong



Encik Kong Tze Ling



**Encik Awg. Julaihi Bin
Awg. Ali Bohan**



**Encik Ngu Huk
Kiong**



**Encik Sayun Ak Ambing
(Until 31.03.2011)**



Puan Ngui Ing Ing



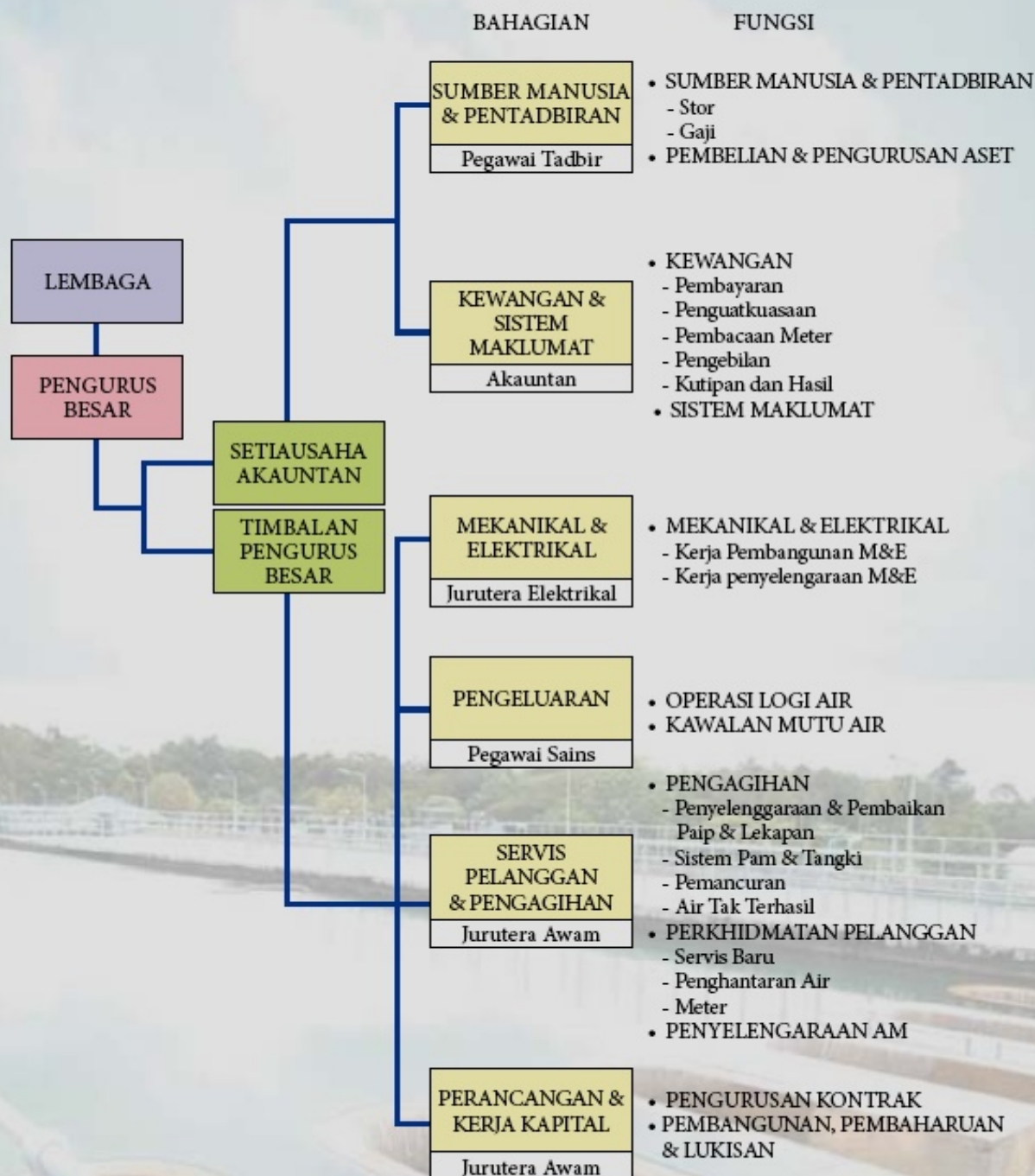
CORPORATE INFORMATION

Members of the Board	Management
<p>Chairman <i>Permanent Secretary, Ministry of Public Utilities</i> Tuan Hj. Ubaidillah Bin Hj. Abdul Latip (With effect from 01.04.2005)</p> <p>Members <i>State Financial Secretary or his nominee</i> Encik Nicholas Sia (Director of Procurement, SFS) (With effect from 21.05.2009)</p> <p><i>Assistant Director of Public Works (Water Supply)</i> Encik Danien Ak Rangu (With effect from 02.03.2009)</p> <p><i>Resident, Sibu Division</i> Encik Sim Kok Kee (With effect from 01.05.2009)</p> <p><i>Divisional Medical Officer</i> Dr. Muhamad Rais Abdullah @ Krishnan A/L Kalimuthu (With effect from 12.10.2009)</p> <p><i>6 members appointed by the Minister of Public Utilities</i></p> <p>Encik Wong Nang Yong (With effect from 01.04.2007)</p> <p>Encik Awg Julaihi Bin Awg Ali Bohan (With effect from 01.04.2007)</p> <p>Encik Kong Tze Ling (With effect from 01.04.2009)</p> <p>Encik Sayun Ak Ambing (01.04.2007 – 31.03.2011)</p> <p>Encik Ngu Huk Kiong (With effect from 01.04.2009)</p> <p>Puan Ngui Ing Ing (With effect from 01.04.2007)</p> <p>Secretary Puan Ting Ley King (Until 04.12.2011) Cik Mundun Ak Undau (From 05.12.2011)</p>	<p>General Manager Ir. Daniel Wong Park Ing</p> <p>Deputy General Manager Ir. Alice Jawan</p> <p>Secretary / Accountant Cik Grace Hii Hui Hing (Seconded to SFS from 01.07.2005 to 20.07.2009, to Jan from 11.04.2010 to .04.2010 & extended secondment to Internal Audit, JKM w.e.f. 11.04.2010) Puan Ting Ley King (Acting w.e.f. 01.07.2005 till 04.12.2011) Cik Mundun Ak Undau (Acting w.e.f. 05.12.2011)</p> <p>Head, Distribution & Customer Service <i>Civil Engineer</i> Encik Siew Kok Kiong</p> <p>Head, Finance & Information System <i>Accountant</i> Puan Ting Ley King (On leave start on 05.12.2011) Cik Mundun Ak Undau (Wef 05.12.2011)</p> <p>Head, Capital Works Planning <i>Civil Engineer</i> Encik Lau Pon Yin</p> <p>Head, Production <i>Chemist</i> Cik Nur Dzaina Binti Zaidel</p> <p>Head, Mechanical & Electrical <i>Electrical Engineer</i> Encik Lau Siew Wei</p> <p>Head, Human Resource & Administration <i>Administrative Officer</i> Encik Dewin Asen (Early Retirement wef 28.02.2011) Cik Elizabeth Anak Raymond (Wef 01.03.2011)</p> <p>Bankers RHB Bank Berhad CIMB Bank Berhad</p> <p>Auditor Auditor - General Malaysia</p> <p>Principal Office Sibu Water Board Kilometer 5, Salim Road 96000 Sibu, Sarawak Telephone: 084 – 211001 (General) 084 – 216312 (Bill Enquiry) 084 – 216311 (Hotline) Facsimile : 084 – 211543 084 – 211894 Email : swbs@swb.gov.my : pengurus@swb.gov.my</p>



CORPORATE INFORMATION

CARTA ORGANISASI





CORPORATE PROGRESS

DEVELOPMENT

PLANS

The major development of the Board under the 10th Malaysia Plan included implementation of the following projects:

- (i) Program Mengurangkan Kadar Air Tak Berhasil Negeri Sarawak – Lembaga Air Sibü
- (ii) Projek Pemasangan Paip Utama Zon 60 Di Jalan Tun Ahmad Zaidi Adruce, Sibü Division, Sarawak (Tender to be called by middle of January, 2012)

DEVELOPMENT PROGRESS

2011 is the first year of 10th Malaysia Plan. The Board spent RM7,896,023.41 on development projects during the year. Out of this amount, RM714,208.88 (9%) were spent on Salim Treatment Plant Phase II, Master Plan Study and System Improvement to Salim Treatment Plant Phase II, RM3,576,137.47 (45%) on NRW program & GIS Program and RM3,605,677.06 (46%) on other development.

A summary of the development projects completed and awarded during the year is shown below:

1 Contract No. SWB/CT/17/2009

Upgrading of Bukit Lima Water Treatment Plant Stage 2 – On Site Electrochlorination System, Sludge Treatment System and etc.

Contract Sum: RM2,496,057.00
Date of Commencement: 4.12.2009
Date of Practical Completion: 31.03.2011
Contractor: Solidium Sdn. Bhd.
Expiry Date of Defects Liability Period: 30.03.2012



2 Work Order No. SWB/WO/14/2010

The Delivery & Laying of D.I. Mains, Valves & Fittings Cum Ancillary Works Along Jalan Tun Abang Haji Openg Lorong 4, Sibü (NRW – Main Renewal 2010)

Contract Sum: RM43,993.10
Revised Contract Sum: RM43,203.10
Date of Commencement: 20.09.2010
Date of Practical Completion: 21.01.2011
Contractor: Syarikat Cahaya Mantis
Expiry Date of Defects Liability Period: 20.01.2012



3. Contract No. SWB/CT/04/2011

The Delivery and Installation of Electromagnetic Flow Meter, Pressure Reducing Valves Cum Ancillary Works at Sibü Board Supply Area (NRW)

Contract Sum: RM121,580.00
Date of Commencement: 26.04.2011
Date of Practical Completion: 21.07.2011
Contractor: Hii Hiong Ye (ML/229)
Expiry Date of Defects Liability Period: 20.01.2012





CORPORATE PROGRESS

DEVELOPMENT

4 Contract No. SWB/CT/05/2011
Upgrading of Deshon and Teku Treated Water Pumping Stations

Contract Sum: RM2,591,000.00
Contract Period: 27.04.2011 – 26.04.2012
Contractor: Group Engineers (Malaysia) Sdn. Bhd.
Physical Work Done up to 31.12.2011: 60%



5 Contract No. SWB/CT/08/2011
The Supply, Delivery & Commissioning of GSM/SMS/Wireless Datalogger & Battery Operated Electromagnetic Flowmeter and The Associated Accessories for Sibu Water Board (NRW)

Contract Sum: RM235,500.00
Date of Commencement: 11.07.2011
Date of Practical Completion: 18.11.2011
Contractor: Premier Amalgamated Sdn. Bhd.
Expiry Date of Defects Liability Period: 14.11.2013



6 Contract No. SWB/CT/17/2011
The Proposed Protection of 750mm Dia M.S. Main and 450mm Dia D.I. Main at Jalan Salim and Jalan Tun Ahmad Zaidi Adruce Roundabout

Contract Sum: RM268,036.00
Date of Commencement: 14.09.2011
Date of Practical Completion: 01.11.2011
Contractor: Atica Construction
Expiry Date of Defects Liability Period: 31.10.2012



7 Work Order No. SWB/WO/08/2011
To Supply of Labours, Transports, Tools and etc for the Replacing of 15mm Diameter Water Meter within Sibu Water Board Supply Area

Contract Sum: RM47,040.00
Date of Commencement: 12.07.2011
Date of Practical Completion: 11.10.2011
Contractor: Syarikat Jaya Costruction
Expiry Date of Defects Liability Period: 15.10.2011





CORPORATE PROGRESS DEVELOPMENT

8 Work Order No. SWB/WO/12/2011

Site Investigation Works for the Proposed Pemasangan Paip Utama Di Jalan Tun Ahmad Zaidi Aduce (Zone 60m) Sibu Division, Sarawak

Contract Sum: RM27,143.00
Date of Commencement: 24.09.2011
Date of Practical Completion: 21.12.2011
Consultant: Jurutera Perunding Wahba Sdn. Bhd.
Contractor: Teca Sdn. Bhd.
Expiry Date of Defects Liability Period: Nil



9 Work Order No. SWB/WO/14/2011

Quotation for Laying of 355mm HDPE Temporary Mains, Salvaging and Lowering of Existing 300mm D.I. Mains and Ancillary Works at 17th Mile Ulu Oya Road, Sibu

Contract Sum: RM45,280.00
Contract Period: 24.10.2011 - 23.01.2012
Contractor: Hii Hiong Ye ML/229
Physical Work Done up to 31.12.2011: 85%



10 Work Order No. SWB/WO/17/2011

To Supply of Labours Transports, Tools and etc for the Replacing of 15mm dia Water Meter Within Sibu Water Board Supply Area Package II, 2011

Contract Sum: RM41,760.00
Contract Period: 13.12.2011 - 12.02.2012
Contractor: Menyana Enterprise
Physical Work Done up to 31.12.2011: 7.06%



11 Contract No. SWB/CT/17/2011

The Delivery and Laying of D.I./HDPE Mains, Valves and Fittings Cum Ancillary Works (Renewal Project Year 2011 – Package 1, 2 & 3)

Contract Sum: RM3,094,400.00
Contract Period: 01.12.2011 – 31.05.2013
Contractor: Mainline Enterprise Sdn. Bhd.
Physical Work Done up to 31.12.2011: 5.53%





CORPORATE PROGRESS

DEVELOPMENT WORK

MAINS EXTENSION

For the year 2011, 14.4 km of water mains were laid and the total length of water mains in the distribution system stands at 1,069 km. The size of pipes in the distribution system ranges from 50 mm to 750 mm diameter. In addition, 1.79 km length of pipes of various sizes was renewed in various locations within the Board's water supply area to enhance the distribution system. The details of the mains laid and renewed are as per tables listed below:

Length Of Pipes Laid During The Years 2007 To 2011

Pipe Sizes in Millimeters	Yearly New Extension (Length In Meters)				
	2007	2008	2009	2010	2011
50	-	2,609	-	-	-
63	3,413	-	5,228	1,598	2,618.00
110	-	-	251	-	-
150	16,265	1,061	15,376	9,149	7,956.70
160	294	630	1,860	2,600	3,258.00
200	20	69	481	283	-
225	-	-	453	2,600	-
250	535	866	710	790	270.00
300	-	705	1,167	-	316.00
315	-	3,712	-	-	-
345	-	-	-	2,550	-
355	-	-	122	75	-
400	-	-	-	25	-
TOTAL	20,527	9,652	25,648	19,670	14,418.70

Length Of Pipes Renewed During The Years 2007 To 2011

Pipe Sizes in Millimeters	Yearly New Extension (Length In Meters)				
	2007	2008	2009	2010	2011
50	-	-	-	-	-
63	6,805	67	309	515	745.00
100	-	100	9	-	-
150	13,579	99	352	1,360	225.60
160	-	237	570	1,627	816.00
225	-	1,200	825	1,006	-
250	7,260	18	60	-	-
300	306	306	24	70	-
315	-	24	-	-	-
355	-	-	-	-	13.00
375	-	24	-	-	-
400	-	400	72	-	-
600	-	-	-	1,365	-
750	-	-	-	254	-
TOTAL	27,950	2,169	2,221	6,197	1,799.60



CORPORATE PROGRESS

PRODUCTION

The Board has two (2) treatment plants, namely Bukit Lima & Salim Water Treatment Plants with a design capacity of 45 MLD and 150 MLD respectively.

The Board produced a total of 41,963 ML fully treated water in the year 2011 or an average of 114.97 ML per day, an increase of 8.56% over that of 2010. During the year, the Board recorded a maximum daily production of 129.76 ML and a minimum daily production of 101.830 ML.

QUALITY CONTROL

The execution of the Board's stringent water surveillance program augmented by the National Drinking Water Quality Surveillance Program ensured that safe and wholesome drinking water supply was maintained throughout the year of 2011. During the year, 19,432 samples from Raw Water source, Treatment Plants, High Level Tanks & Reservoirs and Distribution Systems were taken for Physico-chemical and Bacteriological examination. Out of the total number, 15,458 samples were analyzed physico-chemically while the remaining 3,974 samples were examined bacteriologically.

18,010 samples or 92.7% of the total samples were analyzed at the Board's Water Quality Control Laboratory while the other 1,422 samples or 7.3% were sent to the Department of Chemistry for analysis. The breakdown of the samples analyzed is shown below:

Parameter / Location	Physico-chemical examination		Bacteriological examination	
	Board's Laboratory	Chemistry Department	Board's Laboratory	Chemistry Department
Intake & sources	2,920	24	0	100
Water Treatment processes	7,070	0	500	0
Treatment Plant Outlets	3,420	24	500	100
High Level Tanks & Reservoir	1,050	84	1,050	350
Distribution Systems	750	116	750	624
TOTAL:	15,210	248	2,800	1,174

84.4% of the raw water samples sent to the Chemistry Department tested for Total Coliform conforms to the standard of not exceeding 5000 MPN/100 ml which is the maximum acceptable level for conventional water treatment. As for treated water samples, 2% of the samples were contaminated with Total Coliform but there was no violation for E.Coli and Residual Chlorine.

As for residual Fluoride, the requirement of 0.40-0.60 ppm at both Salim and Bukit Lima Treatment Plant was quite difficult to be achieved due to the narrow range for fluoride requirement and the dosages of the fluoride done manually.

In 2011, the Board achieved 75% fluoride level conformance where 8% and 17% were results of the nonconformance of fluoride level <0.40 ppm and level >0.60 ppm respectively. *(According to the modified NIA Indicators of Bahagian Perkhidmatan Pergigian, Kementerian Kesihatan Malaysia, the maximum allowable percentage of non-conformance of fluoride level <0.40 ppm should not be more than 25%, and for level >0.60 ppm should not be more than 7%).* The Board is still searching for a reliable auto fluoride dosing system to solve this problem.



CORPORATE PROGRESS

CUSTOMER SERVICE & DISTRIBUTION

DISTRIBUTION SYSTEM

Distribution Unit is responsible for the maintenance of the watermains, communication pipes, pipe appurtenances and the operation of Booster Stations at Deshon, Teku, Stabau, Mile 19, Sibu West and Miles 13. The numbers of watermains, communication pipes and pipe appurtenances repaired/renewed during the year are as follows:-

Water Mains, Communication Pipes and Pipe Appurtenances and Meters Repaired/Renewed/Replaced In 2011.

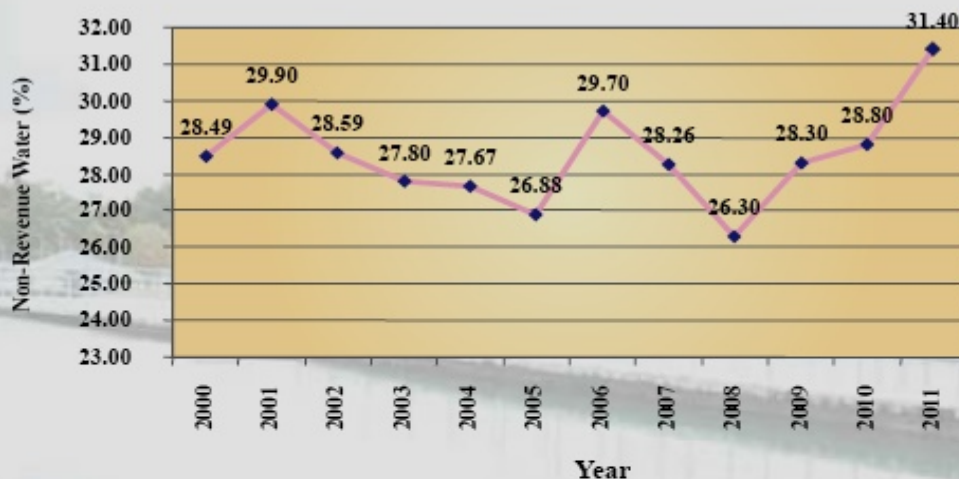
Particulars	Repaired	Renewed/Replaced
Watermains	626 nos.	6,197 metres
Communication Pipes	1,499 nos.	446 nos.
Pipe Appurtenances	109 nos.	95 nos
Meters	766 nos.	17,013 nos.

The Flushing Unit had carried out 2,255 number of flushing during the year throughout the distribution system to ensure clean water was supplied to the customers.

NON-REVENUE WATER

The Board's Non-Revenue Water (NRW) for the year was recorded at 31.40% (which accounts for 13,186 megalitres), as compared to 28.80% (which accounts for 11,114 megalitres) the previous year. The graph below shows the NRW levels for year 2000 – 2011.

NON-REVENUE WATER (2000 - 2011)





CORPORATE PROGRESS

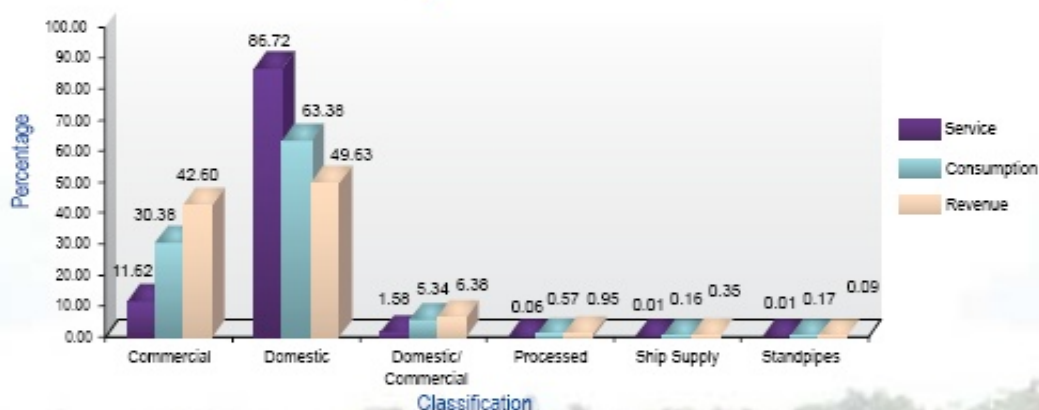
CUSTOMER SERVICE

Customer Service Unit provides services pertaining to application for water supply and transfer or closing of accounts and handling of customers' complaints. 2,541 new services were installed in the year, bringing the total number of connections at the end of the year to 64,340. Out of this number, only 58,629 are active accounts, which the rest were temporarily disconnected either on-request by the customers or due to non-payment.

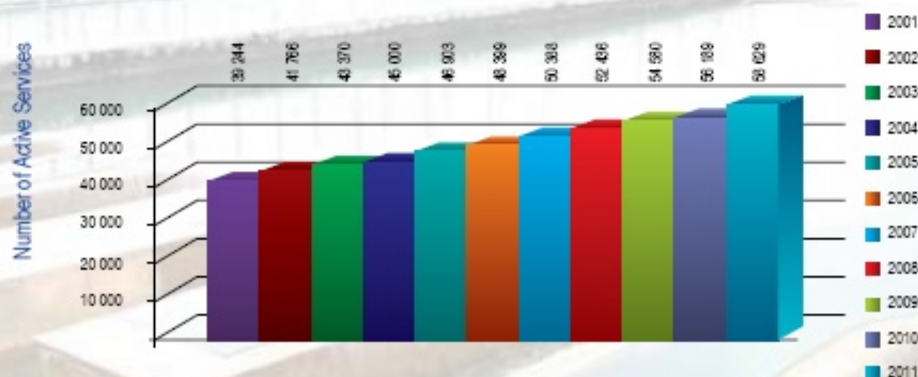
There was a net increase of 4.3% of active customer accounts over the previous year. The composition of the active accounts is as follows:

Sector	Number	Percentage
Domestic	50,847	86.73
Domestic/Commercial	926	1.58
Commercial	6,811	11.61
Others	45	0.08
Total	58,629	100.00

Percentage Relationship Of Water Classification With Respect To Service, Consumption & Revenue For 2011



Number of Active Services (2001 - 2011)





CORPORATE PROGRESS

HUMAN RESOURCE

STAFF STRENGTH

The total staff strength at the end of year 2011 was 184 persons against 187 persons in year 2010. The movement of the staff is exhibited in the table below:-

Particular	Professional & Management Group	Support Group	Total
No. of staff as at 01.01.2011	~9	178	187
Retired	(1)	(4)	(5)
Resigned	0	(1)	(1)
Passed Away	0	(1)	(1)
New Recruit	3	1	4
Promotion	1	(1)	0
No of staff as at 31.12.2011	~12	172	184

*Include 1 staff seconded to Internal Audit Unit, JKM. & 1 staff recruited on contract post

Item	Name	Designation	Date of Joining
New staff	Elizabeth Anak Raymond	Pegawai Tadbir, Gred N41	03.01.2011
	Nur Dzatina Binti Zaidel	Pegawai Sains, Gred C41	10.01.2011
	Jane Valerie Anak Nohen	Penolong Jurutera, Gred J29	25.01.2011
	Mundun Anak Undau	Akauntan, Gred W41	01.10.2011

Item	Name	Designation	Period of Service
Optional Retirement	Dewin Anak Asen	Pegawai Tadbir, Gred N44	01.11.1990-28.02.2011
Compulsory Retirement	Mohd. Patara Bin Morni	Pekerja Awam, Gred R1	17.06.1970-11.12.2011
	Japar Bin Seman	Perantis Tukang Juragegas Meter, Gred R4 (KUP)	01.12.1981-19.04.2011
	Mostari Bin Suhaili	Pemandu Kenderaan Bermotor, Gred R3	16.06.1970-16.02.2011
	Tan Lian Hong	Pekerja Awam, Gred R1	15.03.1997-28.02.2011
Resigned	Khairul Anwar Bin Abdurrahim	Pembantu Tadbir Rendah, Gred N11 (Jumud) @ Pembaca Meter	26.03.2009 - 01.10.2011
Demised	Late Suleiman Bin Nawawi	Perantis Tukang Paip Besar, R4 (KUP)	01.12.1981-22.12.2011

HUMAN RESOURCE DEVELOPMENT

To enhance quality of services delivered, the Board spent RM162,288.79 or 2.4% of Administration cost in training staff on various aspects in 2011.

80 courses, seminars or conferences consisting of both technical and non-technical, had been approved for the staff to attend during the year. While ten(10) in-house training program benefited 88 personnel or 47.06% of the staff, 24 KClinic were also conducted to enable all the staff to obtain Continual Personal Development (CPD) hours set by the organization.

The major training programmes during the year are summarized as below:-

No	Course	Training Venue	No. of staff attended
1	Training on Network Modelling	SWB	8
2	Forklift Operators' & Safety Training	SWB	18
3	Taklimat Pengemaskinian Buku Perkhidmatan Kerajaan Awam & HRMIS	SWB	26
4	Enhancing Personal Qualities to Exercise their Roles & Responsibilities For Anggota Keselamatan	SWB	20
5	IMS Internal Audit Training	SWB	24
6	Taklimat Skim Twin Special Plan (ASB)	SWB	23
7	Permit To Work Course	SWB	52
8	Internal Auditors-Refresher Course	SIBU	52
9	ERM Training	SIBU	19
10	Presentation of GEORG Fischer Piping Systems Products	SIBU	22

The Board also provided industrial training for 32 students pursuing degree, diploma and certificate in various fields especially engineering, chemistry and administration. The students gained valuable exposure and hands-on experience during their industrial training period.



CORPORATE PROGRESS

INTEGRATED MANAGEMENT SYSTEM

Internal Audit on IMS and 5S were carried out in March and November 2011 to ensure IMS System and 5S practice were maintained and to continually improve the effectiveness and efficiency of its performance.

Moody International Certification (M) conducted surveillance audit on Integrated Management System conducted surveillance audit on Integrated Management System on 13th – 15th June 2011. The certification/ registration for the Board was unconditionally continued. Recertification audit on 5S:Quality Environment (QE) was conducted on 18th August 2011 and the Board was also successfully recertified by Malaysian Productivity Corporation (MPC).

As part of the effort in sustaining and further enhancing the quality system in the Board, several officers had been sent for related training/seminars in-house/external). These courses included:

1. Integrated Management System (IMS) Refresher Course for internal auditors conducted in-house on 24th – 25th January 2011.
2. Practical Guide To Integrated Management System (IMS) Internal Audit Course conducted in-house by MFQ Asia on 19th – 21st July 2011.

Twelve(12) Management Review Meetings were carried out in the year to review, monitor and evaluate the compliance of the procedure and regulatory systems as well as to enhance the Board's performance through continual improvement and hence satisfying customers' increasingly higher expectation.



Surveillance Audit by Moody International Certification(M) Sdn Bhd - 13th – 15th June 2011

Recertification Audit 5S:Quality Environment (QE) by MPC – 18th August 2011

[illegible]

18 January 2011
Preview on Open University Malaysia (OUM)
Programmes to SWB Staff



21 January 2011
SWB Annual Dinner

[illegible]



CHRONOLOGICAL EVENTS OF THE YEAR



22/04/2011 – 23/04/2011

Participated in the Exhibition in conjunction with the Love Earth Day 2011 organized by Sibul Municipal Council at Gateway, Sibul



20/05/2011

Dialogue with Pipe Fitters



14/05/2011

Participated in the "Program Mesra Rakyat Tahun 2011" organized by Biro Pengaduan Awam at Dewan Suarab, Sibul.



25/05/2011

Dialogue with Developers, Consultants & Mainlayers



13/05/2011 – 15/06/2011

IMS Surveillance Audit



20/06/2011

Visit by Panel Anugerah Kualiti Ketua Menteri Sarawak (AKKMS)



28/06/2011

Briefing on IT Security



30/06/2011

Visit by Pejabat Daerah Sibul on "Amalan 5S"



19/07/2011 – 21/07/2011

In-House Training - Internal Audit



21/07/2011

Participated in the "Konvensyen QE Wilayah Sabah & Sarawak 2011" at Le Meridien Hotel, Kota Kinabalu, Sabah



29/07/2011

Board Meeting No. 196



30/07/2011

In-House Training - HRMIS Hands-On Data Updating



05/08/2011

K-Klinik – Briefing by Public Mutual



CHRONOLOGICAL EVENTS OF THE YEAR



15/08/2011
Collapse of trunk main at Jln. Tun Ahmad Zaidi Adruce

17/08/2011
Majlis Berbuka Puasa bersama Pengerusi



18/08/2011
Audit Pematuan Persekitaran Berkualiti (QE) by MPC

20/08/2011
Briefing on Amalan 5S at SMK Tiong Hin, Sibu



23/08/2011
Membuka Kaunter Membayar Zakat Fitrah di Lembaga Air Sibu

23/08/2011 – 24/08/2011
In-house Training – Permit to Work



19/09/2011
Amalan 5S Visit by JKR Sibu

24/09/2011
Majlis Ramah Tamah Aidil Fitri anjuran Persatuan Kebajikan Pekerja Islam LAS



03/10/2011 – 04/10/2011
Invited as Quality Environment (QE) Third Party Audit at Sibu Municipal Council

06/10/2011
Presented a Paper on Quality Environment (QE) invited by MPC Sarawak at Miri



08/10/2011
5S Big Cleaning Day

8/10/2011
Presented a Paper on Quality Environment (QE) invited by Jabatan Kesihatan Sarawak, Bahagian Sibu at Makmal Ubat & Stor Bahagian Sibu



11/10/2011
K-Klinik – Motivational Talk By Encik Campell Apau of Prime Mover Consultants

12/10/2011
MWA (Malaysian Water Association) Roadshow





CHRONOLOGICAL EVENTS OF THE YEAR



12/10/2011
K-Klinik – Health Talk and Financial talk

13/10/2011
KIK Competition



14/10/2011
Innovation day

15/10/2011
Family Day



19/10/2011 – 20/10/2011
“Konvensyen Persekitaran Berkualiti (5S) Kebangsaan 2011” at Sunway Convention Centre, Sunway Resort Hotel & Spa, Selangor

28/10/2011 – 12/11/2011
Participated in the “Pameran Pembangunan bersempena Sambutan Ulang Tahun Majlis Perbandaran Sibu ke 30 Tahun” organized by Sibu Municipal Council at Trade Center, Sibu



01/11/2011
Strategic Planning Workshop 2011 at Tanahmas Hotel, Sibu

11/11/2011
K-Klinik – Konvensyen 5S



21/11/2011 – 22/11/2011
In-House Training – Enterprise Risk Management (ERM)

23/11/2011
Presentation by Georg Fischer Piping Systems Products



24/11/2011 – 25/11/2011
Finance for Non-Finance Executive Senior Level at Kingwood Hotel, Sibu

14/12/2011
K-Klinik – KIK



17/12/2011
Lawatan ke Belawai, Mukah anjuran Persatuan Kebajikan Pekerja Islam LAS

02/12/2011
Hari Terbuka & Hari Bersama Pelanggan Loji Perawatan Air Salim bersempena dengan Sambutan Hari Perkhidmatan Awam Negeri Sarawak 2011





MORE PICTURES

ANNUAL DINNER



MAJLIS BERBUKA PUASA



MAJLIS RAMAH TAMAH AIDILFITRI



LAWATAN KE BELAWAI DAN TANJUNG MANIS DIANJURKAN PERSATUAN ISLAM LAS



MAULIDUR RASUL





MORE PICTURES



OPEN DAY



INNOVATION WEEK





MORE PICTURES

5S BIG CLEANING DAY



5S COMMUNITY PROJECT



5S VISITORS



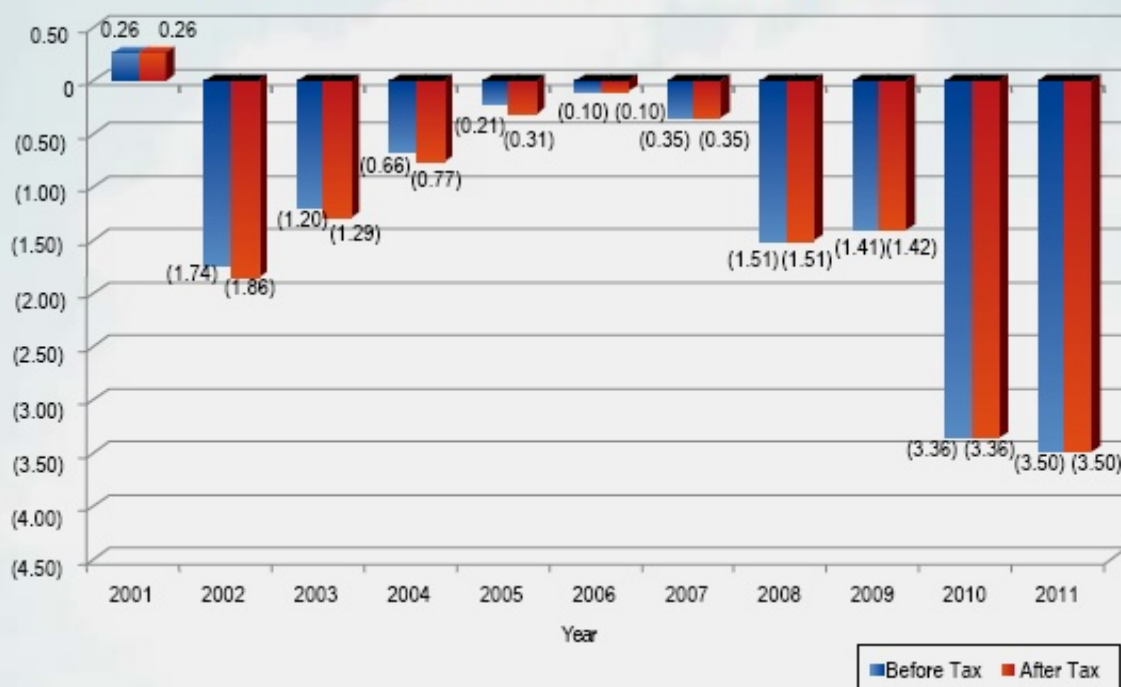
NATIONAL QE CONVENTION SUNWAY RESORT HOTEL & SPA /
KONVENSIEN ICC/QE WILAYAH SABAH & SARAWAK 2011



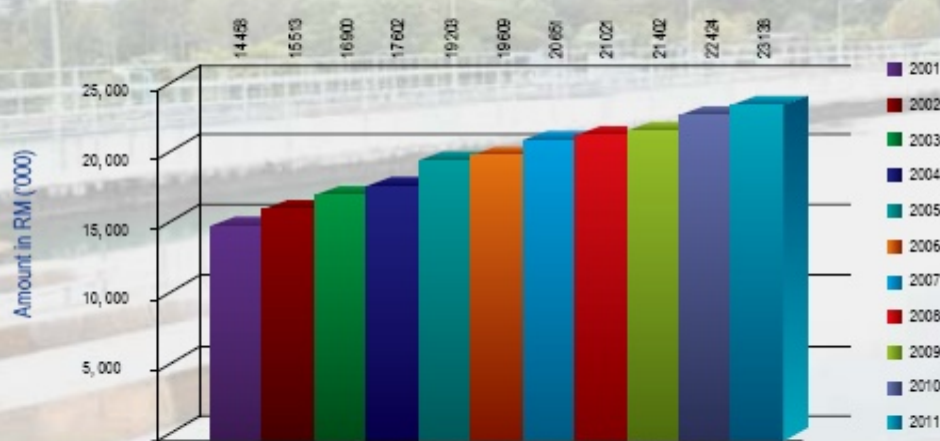


FINANCIAL STATISTICS

NET PROFIT (LOSS) BEFORE/AFTER TAX 2001 - 2011



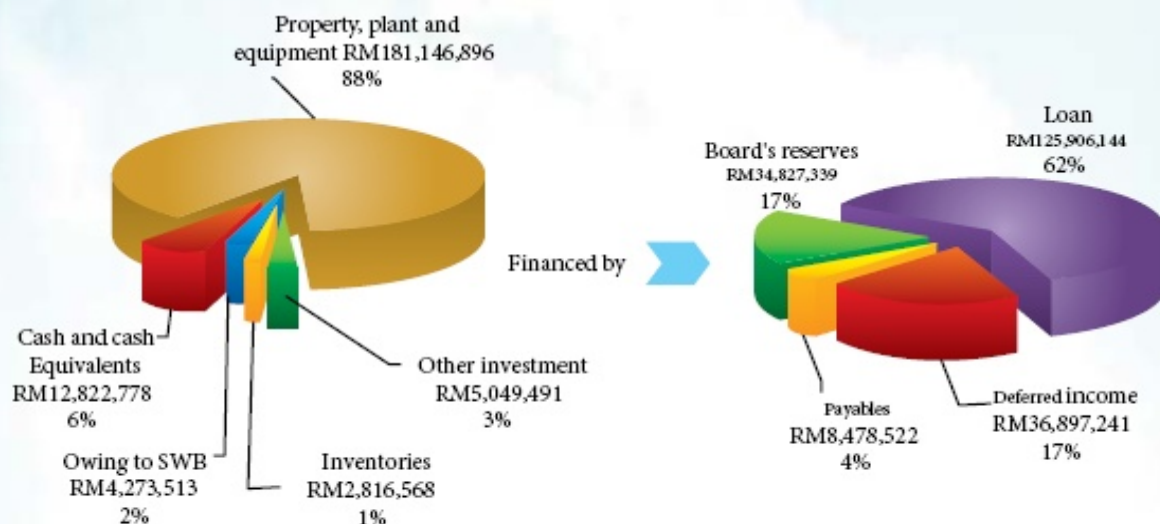
WATER SALES (2001 - 2011)





FINANCIAL STATISTICS

BOARD'S FINANCIAL POSITION AS AT 31 DECEMBER 2011



	2007	2008	2009	2010	2011
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BASIC STATISTIC

Revenue from water sales (RM'000)	20,581	21,021	21,402	22,424	23,138
Total revenue (RM'000)	26,066	26,297	26,950	27,541	28,549
Total expenditure (RM'000)	26,417	27,802	28,360	30,899	32,048
Net Loss before taxation (RM'000)	(351)	(1,505)	(1,410)	(3,358)	(3,499)
Net Loss after taxation (RM'000)	(351)	(1,505)	(1,418)	(3,360)	(3,501)
Average cost of water (Sen per '000 Litres)	90	93	92	98	98
Total assets (RM'000)	177,076	207,139	209,614	212,444	206,109
Long term loan (RM'000)	76,791	101,422	109,380	113,501	121,509
Equity/Reserves (RM'000)	44,613	43,107	41,689	38,329	34,827

PERFORMANCE RATIO

Net Revenue Ratio (before tax)	-1.35%	-5.72%	-5.23%	-12.19%	-12.26%
Current Ratio	1.61	1.09	1.13	1.07	1.58
Return on Total Assets	-0.20%	-0.73%	-0.67%	-1.58%	-1.70%
Long Term Debt/ Equity	1.72	2.35	2.62	2.96	3.49



FINANCIAL STATISTICS

	2011	2010	Change
Revenue & Expenditure	(RM'000)	(RM'000)	
Income from Water Sales	23,138	22,424	3.18%
Other Income	5,411	5,117	5.75%
Total Income	28,549	27,541	3.66%
Total Expenditure	32,048	30,899	3.72%
Net Loss before taxation	(3,499)	(3,358)	4.20%
Taxation	2	2	N/A
Net Loss after taxation	(3,501)	(3,360)	4.20%

	2011		2010		Change
Total Expenditure	(RM'000)	%	(RM'000)	%	
Cost of Production	13,084	40.83	12,774	41.35	+2.43%
Distribution and Selling	12,020	37.51	11,672	37.77	+2.98%
Administration	6,869	21.43	6,383	20.66	+7.61%
Others	75	0.23	70	0.23	+5.71%
	32,048	100	30,899	100	+3.72%

	2011		2010		Change
Capital Expenditure	(RM'000)	%	(RM'000)	%	
Headworks	764	9.01	4,055	36.47	-81.16%
Booster station	500	5.90	-	0.00	+100.00%
Mains	2,764	32.60	1,819	16.36	+51.95%
GIS & its related application software	549	6.47	888	7.99	-38.18%
Meters	1,606	18.94	815	7.33	+97.06%
Communication Pipes	718	8.47	1,157	10.41	-37.94%
Mechanical Plant and Vehicles	258	3.04	-	-	+100.00%
Workshop, Field & Treatment Plant Equipment	214	2.52	1,485	13.36	-85.58%
Store & Office Equipment	381	4.49	841	7.56	-54.70%
Land & Buildings	726	8.56	57	0.51	+1173.68%
	8,480	100.00	11,117	100.00	-23.72%

	2011	2010	Change
Assets & Liabilities	(RM'000)	(RM'000)	
Total Assets at the End of the Year	206,109	212,444	-2.98%
Total Liabilities at the End of the Year	171,282	174,115	-1.62%
Total Net Assets	34,827	38,329	-9.13%



FINANCIAL STATEMENTS

SIBU WATER BOARD

INCORPORATED UNDER THE WATER ORDINANCE 1994

(CHAPTER 13, LAWS OF SARAWAK)

STATEMENT BY CHAIRMAN AND A BOARD MEMBER

We, **HJ. UBAIDILLAH BIN HJ. ABDUL LATIP** and **NICHOLAS SIA**, being Chairman and one of the Board Members of **SIBU WATER BOARD**, do hereby state that, in the opinion of the Board Members, the accompanying Balance Sheet, Income Statement, Statement of Changes In Equity and Cash Flow Statement, together with the notes thereon are prepared so as to give a true and fair view of the state of affairs of **SIBU WATER BOARD** as at 31st December 2011 and of the results of its operations and changes in its financial positions for the year ended on that date.

On behalf of the Board

NAME: **HJ. UBAIDILLAH BIN HJ. ABDUL LATIP**

TITLE: **CHAIRMAN**

DATE: **09 MAR 2012**

PLACE: **SIBU**

On behalf of the Board

NAME: **NICHOLAS SIA**

TITLE: **MEMBER**

DATE: **09 MAR 2012**

PLACE: **SIBU**



FINANCIAL STATEMENTS

SIBU WATER BOARD


INCORPORATED UNDER THE WATER ORDINANCE 1994

(CHAPTER 13, LAWS OF SARAWAK)

STATUTORY DECLARATION BY THE OFFICER PRIMARILY RESPONSIBLE FOR THE FINANCIAL MANAGEMENT OF SIBU WATER BOARD

I, **DANIEL WONG PARK ING**, the officer primarily responsible for the financial management and accounting records of **SIBU WATER BOARD**, do hereby solemnly and sincerely declare that the accompanying Balance Sheet, Income Statement, Statement of Changes In Equity and Cash Flow Statement, together with the notes thereto, to the best of my knowledge and belief, are correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declarations Act, 1960.

Subscribed and solemnly declared by)
the abovenamed at **SIBU** in the State)
of Sarawak on this day of)


GENERAL MANAGER
SIBU WATER BOARD
SIBU

08 MAR 2012



Before me,

COMMISSIONER FOR OATHS
No. A-Q 012
Mohdamin Tinggi Sabah Dan Sarawak
Sibu Sarawak



FINANCIAL STATEMENTS

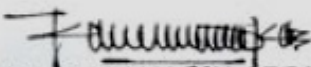


SIJIL KETUA AUDIT NEGARA MENGENAI PENYATA KEWANGAN LEMBAGA AIR SIBU BAGI TAHUN BERAKHIR 31 DISEMBER 2011

Penyata Kewangan Lembaga Air Sibu bagi tahun berakhir 31 Disember 2011 telah diaudit oleh wakil saya. Pihak pengurusan bertanggungjawab terhadap Penyata Kewangan ini. Tanggungjawab saya adalah mengaudit dan memberi pendapat terhadap Penyata Kewangan tersebut.

Pengauditan telah dilaksanakan mengikut Akta Audit 1957 dan berpandukan piawaian pengauditan yang diluluskan. Piawaian tersebut menghendaki pengauditan dirancang dan dilaksanakan untuk mendapat kepastian yang munasabah sama ada Penyata Kewangan adalah bebas daripada kesilapan atau ketinggalan yang ketara. Pengauditan ini termasuk memeriksa rekod secara semak uji, menyemak bukti yang menyokong angka dan memastikan pendedahan yang mencukupi dalam Penyata Kewangan. Penilaian juga dibuat terhadap prinsip perakaunan yang digunakan, unjuran signifikan oleh pengurusan dan persembahan Penyata Kewangan secara keseluruhan. Saya percaya pengauditan yang dilaksanakan memberi asas yang munasabah terhadap pendapat saya.

Pada pendapat saya, Penyata Kewangan ini memberi gambaran yang benar dan saksama terhadap kedudukan kewangan Lembaga Air Sibu pada 31 Disember 2011 serta hasil operasi dan aliran tunai untuk tahun tersebut adalah selaras dengan piawaian perakaunan yang diluluskan.


(KHALID KHAN BIN ABDULLAH KHAN)
b.p. KETUA AUDIT NEGARA
MALAYSIA

KUCHING

TARIKH: 17 JULAI 2012





FINANCIAL STATEMENTS

**SIBU WATER BOARD
BALANCE SHEET
AS AT 31 DECEMBER 2011**

	Note	2011 RM	2010 RM
ASSETS			
Non-Current Assets			
Property, plant and equipment	5	181,146,896	184,327,530
Other investment	6	5,049,491	5,049,491
		<u>186,196,387</u>	<u>189,377,021</u>
Current assets			
Inventories	7	2,816,568	2,739,876
Trade receivables	8	3,176,780	3,190,157
Other receivables	9	948,171	1,036,800
Tax refundable	10	148,561	148,561
Fixed deposits	11	9,807,906	14,888,167
Cash in hand and at bank		3,014,872	1,063,175
		<u>19,912,858</u>	<u>23,066,736</u>
Current Liabilities			
Term loans	12	4,397,114	7,814,761
Trade payables	13	635,054	4,594,508
Other payables	14	7,586,689	9,050,677
Provision for employees' benefits	15	-	1,412
Total Current Liabilities		<u>12,618,857</u>	<u>21,461,358</u>
Net Current Assets		<u>7,294,001</u>	<u>1,605,378</u>
		<u>193,490,388</u>	<u>190,982,399</u>
Financed by:			
Reserves			
Vested assets reserve	16	813,534	813,534
General reserve		34,013,804	37,515,293
		<u>34,827,338</u>	<u>38,328,827</u>
Long term and deferred liabilities			
Long term loans	12	121,509,030	113,501,405
Provision for employees' benefit	15	256,779	210,435
Deferred income	17	36,897,241	38,941,732
		<u>158,663,050</u>	<u>152,653,572</u>
		<u>193,490,388</u>	<u>190,982,399</u>



FINANCIAL STATEMENTS

SIBU WATER BOARD INCOME STATEMENT FOR THE PERIOD ENDED 31 DECEMBER 2011

	Note	2011 RM	2010 RM
Revenue	18	23,138,362	22,424,060
Cost of production	19	<u>(13,084,229)</u> 10,054,133	<u>(12,774,217)</u> 9,649,843
Other operating income	20	5,410,513	5,116,749
Distribution and selling expenses	21	(12,019,874)	(11,672,120)
Administration expenses	22	(6,869,195)	(6,382,614)
Other operating expenses	23	<u>(74,480)</u>	<u>(70,039)</u>
Loss before taxation		(3,498,903)	(3,358,181)
Deduct: taxation	24	<u>(2,586)</u>	<u>(2,318)</u>
Net loss from operation after taxation		<u>(3,501,489)</u>	<u>(3,360,499)</u>



FINANCIAL STATEMENTS

SIBU WATER BOARD STATEMENT OF CHANGES IN EQUITY FOR THE PERIOD ENDED 31 DECEMBER 2011

	Note	Vested Assets Reserve RM	General Reserve RM	Total RM
Balance as at 31 December 2009		813,534	40,875,792	41,689,326
Net loss for year of 2010			(3,360,499)	(3,360,499)
Balance as at 31 December 2010		813,534	37,515,293	38,328,827
Net loss for the period		-	(3,501,489)	(3,501,489)
Balance as at 31 December 2011	16	813,534	34,013,804	34,827,338



FINANCIAL STATEMENTS

SIBU WATER BOARD CASH FLOW STATEMENT FOR THE PERIOD ENDED 31 DECEMBER 2011

	2011 RM	2010 RM
CASH FLOW FROM OPERATING ACTIVITIES		
Loss before taxation	(3,498,903)	(3,358,181)
Adjustments for:		
Depreciation of property, plant and equipment	11,648,974	11,438,834
Amortisation of capital contributions	(3,767,421)	(3,742,235)
Bad debts written off	7,141	-
Gains on disposal of property, plant and equipment	(104,758)	(5,849)
Interest income	(345,288)	(348,934)
Dividend income	(82,997)	(81,540)
Provision for employees' benefit	46,345	19,806
	<u>7,401,996</u>	<u>7,280,082</u>
Operating gain before working capital changes	3,903,093	3,921,901
(Increase)/Decrease in inventories	(76,692)	164,833
Decrease(Increase) in trade receivables	6,236	(713,952)
Decrease in other receivables	89,671	1,196,446
(Decrease)/Increase in trade payables	(1,225,819)	945,614
(Decrease)/Increase in other payables	(1,743,080)	549,504
	<u>(2,949,684)</u>	<u>2,142,445</u>
Cash generated from operating activities	953,409	6,064,346
Less: Provision for employees' benefit paid	(1,413)	(3,548)
Net cash generated from operating activities	951,996	6,060,798
CASH FLOW FROM INVESTING ACTIVITIES		
Dividend received	80,411	79,222
Grants and capital contributions received	1,670,606	2,109,454
Disbursement of employee loans	(122,800)	(250,200)
Loan repayment received from employees	169,970	205,832
Proceeds from disposal of fixed assets	117,039	9,054
Purchase of property, plant and equipment	(10,935,166)	(12,026,337)
Purchase of other investment	-	(79,222)
Interest received	349,402	344,904
Net cash used in investing activities	(8,670,538)	(9,607,293)
CASH FLOW FROM FINANCING ACTIVITIES		
Proceeds from term loan	12,404,739	8,818,163
Repayment of term loan	(7,814,761)	(1,579,467)
Net cash generated from financing activities	4,589,978	7,238,696
Net (decrease)/increase in cash and cash equivalents	(3,128,564)	3,692,201
Cash and cash equivalents brought forward	15,951,342	12,259,141
Cash and cash equivalents carried forward	12,822,778	15,951,342
Cash and cash equivalents consists of:		
Cash at bank and in hand	3,014,872	1,063,175
Fixed deposits	9,807,906	14,888,167
	<u>12,822,778</u>	<u>15,951,342</u>



FINANCIAL STATEMENTS

SIBU WATER BOARD NOTES TO THE FINANCIAL STATEMENTS

1. **PRINCIPAL ACTIVITIES**

The principal activities of the Board are the production, distribution and supply of potable water within the limit of the approved areas of supply.

2. **BASIS OF PREPARATION OF THE FINANCIAL STATEMENTS**

The financial statements of the Board have been prepared in accordance with MASB Approved Private Entity Reporting Standards (PERS) in Malaysia.

3. **DATE OF AUTHORISATION FOR ISSUE**

The financial statements were authorised for issue by the Board on 9th March 2012.

4. **SIGNIFICANT ACCOUNTING POLICIES**

4.1 **Basis of accounting**

The financial statements of the Board have been prepared on the basis of the historical cost convention, unless otherwise stated.

4.2 **Revenue recognition**

Revenue from sales of water is recognised based on metered usage upon delivery of the water.

Interest income from placement of fixed deposits with approved financial institutions is accrued on a time-apportioned basis.

Dividend income is recognised in the income statement when the shareholder's right to receive payment is established.

4.3 **Thresholds for capitalisation of capital expenditure**

The threshold for capitalisation of capital expenditure is RM500.00. Capital expenditure below the threshold is expensed off in the income statement.

4.4 **Property, plant and equipment and depreciation**

Freehold land is not depreciated. Leasehold land is amortised over the term of their respective lease periods. Depreciation on other property, plant and equipment is calculated to write off the cost of the assets to their respective residual values on a straight line basis over their expected useful lives. All other property, plant and equipment are stated at historical cost less accumulated depreciation and impairment losses. The principal annual depreciation rates for the other assets are as follows:-

Buildings	4%
Communication pipes	5%
Furniture and fittings	10%
Headworks, booster stations and mains	2%-4%
Meters	10%
Office and store equipment	20%
Plant and machineries	20%
Workshop and field equipment	10%

Fully depreciated assets are retained in the accounts at a nominal value of RM1.00 until they are no longer in use and no further charge of depreciation is made in respect of these assets.



FINANCIAL STATEMENTS

4.5 Deferred income

Consumers are required to contribute towards the cost of revenue earning capital projects. These contributions together with government grants in respect of capital expenditure are credited to the deferred income account and released to the income statement on a straight line basis over the expected useful lives of the assets except for those relating to projects not yet completed.

4.6 Inventories

Inventories comprising pipes, spare parts and chemicals are stated at lower of cost and net realisable value. Cost is determined using first-in, first-out.

4.7 Work-in-progress

Work-in-progress is valued at cost and where appropriate includes supervisory and other overhead expenses. Work-in-progress shall be capitalised when the asset is substantially functionable and the date of capitalisation shall be the date of handing over to the Sibu Water Board.

4.8 Cash and cash equivalents

Cash and cash equivalents represent cash balances and deposits with financial institutions.

4.9 Receivables

Receivables are measured at anticipated realisable values. Appropriate allowance for estimated irrecoverable amounts are recognised in income statement.

4.10 Payables

Payables are stated at cost which is the consideration to be paid in the future for goods and services rendered.

4.11 Impairment of assets

At each balance sheet date, the Board assess whether there is any indication that an asset may be impaired. If any such indication exists, the recoverable amounts of the assets are estimated.

4.12 Income taxes

Income tax on the profit or loss for the year comprises current and deferred tax. Current tax is the expected amount of income taxes payable in respect of the taxable profit for the year and is measured using the tax rates that have been enacted at the balance sheet date.

Deferred tax is provided for, using the liability method, on temporary differences at the balance sheet date between the tax bases of assets and liabilities and their carrying amounts in the financial statements. In principle, deferred tax liabilities are recognised for all taxable differences and deferred tax assets are recognised for all deductible temporary differences, unused tax losses to the extent that it is probable that taxable profit will be available against which the deductible temporary differences and unused tax losses can be utilised. Temporary differences are not recognised for initial recognition of assets and liabilities that at the time of transaction, affects neither accounting nor taxable profit.

4.13 Employee benefits

(i) Short-term benefits

Wages, salaries, bonuses and social security contributions are recognised as an expense in the year in which the associated services are rendered by employees of the Board. Short-term accumulating compensated absences, such as paid annual leave are recognised when services rendered by employees that increases their entitlement to future compensated absences; and short-term non-accumulating compensated absences, such as sick leave are recognised when the absences occur.

(ii) Defined contribution plan

As required by law, the Board makes contributions to the 'Skim Pencen Perkhidmatan Awam' and the Employee Provident Fund respectively. Such contributions are recognised as an expense in the income statement as incurred.



FINANCIAL STATEMENTS

5. PROPERTY, PLANT AND EQUIPMENT

2011							
	<u>Land</u>	<u>Buildings,</u>	<u>Headworks,</u>	<u>Meters</u>	<u>Plant,</u>	<u>Work in</u>	<u>Total</u>
	<u>RM</u>	<u>Furniture</u>	<u>Booster</u>	<u>&</u>	<u>Machineries</u>	<u>Progress</u>	<u>RM</u>
		<u>& Fittings</u>	<u>Stations</u>	<u>Pipes</u>	<u>Equipment</u>		
		<u>RM</u>	<u>& Mains</u>	<u>RM</u>	<u>RM</u>	<u>RM</u>	<u>RM</u>
Cost							
As at 1st January	5,490,341	9,841,909	270,440,976	19,791,154	26,927,603	1,375,682	333,867,665
Additions	545,483	193,663	4,028,340	2,323,974	1,389,162	3,735,339	12,215,961
Transfer	(545,483)	(151,760)	(2,168,974)	-	442,926	(1,312,049)	(3,735,340)
Disposal	-	-	-	-	(357,710)	-	(357,710)
As at 31st December	5,490,341	9,883,812	272,300,342	22,115,128	28,401,981	3,798,972	341,990,576
Accumulated depreciation							
As at 1st January	1,577,122	5,679,894	114,660,148	11,496,085	16,126,886	-	149,540,135
Additions	92,369	369,057	8,106,946	1,006,806	2,073,795	-	11,648,973
Disposal	-	-	-	-	(345,428)	-	(345,428)
As at 31st December	1,669,491	6,048,951	122,767,094	12,502,891	17,855,253	-	160,843,679
Net book value							
As at 31st December	3,820,850	3,834,861	149,533,248	9,612,237	10,546,728	3,798,972	181,146,896
2010							
	<u>Land</u>	<u>Buildings,</u>	<u>Headworks,</u>	<u>Meters</u>	<u>Plant,</u>	<u>Work in</u>	<u>Total</u>
	<u>RM</u>	<u>Furniture</u>	<u>Booster</u>	<u>&</u>	<u>Machineries</u>	<u>Progress</u>	<u>RM</u>
		<u>& Fittings</u>	<u>Stations</u>	<u>Pipes</u>	<u>Equipment</u>		
		<u>RM</u>	<u>& Mains</u>	<u>RM</u>	<u>RM</u>	<u>RM</u>	<u>RM</u>
Cost							
As at 1st January	4,836,891	9,810,140	223,302,210	17,819,338	20,412,633	46,834,814	323,016,026
Additions	38,622	31,769	6,761,521	1,971,816	2,313,087	1,329,682	12,446,497
Disposal	(172)	-	-	-	(265,004)	-	(265,176)
Transfer	615,000	-	40,377,245	-	4,466,887	(46,788,814)	(1,329,682)
As at 31st December	5,490,341	9,841,909	270,440,976	19,791,154	26,927,603	1,375,682	333,867,665
Accumulated depreciation							
As at 1st January	1,484,865	5,308,397	106,595,125	10,654,546	14,320,340	-	138,363,273
Additions	92,369	371,497	8,065,023	841,539	2,068,406	-	11,438,834
Disposal	(112)	-	-	-	(261,860)	-	(261,972)
As at 31st December	1,577,122	5,679,894	114,660,148	11,496,085	16,126,886	-	149,540,136
Net book value							
As at 31st December	3,913,219	4,162,015	155,780,828	8,295,069	10,800,717	1,375,682	184,327,530



FINANCIAL STATEMENTS

	2011 RM	2010 RM
6. OTHER INVESTMENT		
Shares in Amanah Saham Sarawak – at cost (Market value: RM5,360,707)	5,049,491	5,049,491
7. INVENTORIES		
Pipes & fittings	2,725,761	2,460,675
Chemicals	90,807	279,201
	<u>2,816,568</u>	<u>2,739,876</u>
8. TRADE RECEIVABLES		
Water sales debtors	3,176,780	3,190,157
9. OTHERS RECEIVABLES		
Sundry debtors-service done	98,315	20,300
Sundry debtors-installments	111,197	58,872
Installment Settlement	60	-
Sundry debtors-adv. for ferry charges	300	300
Sundry debtors-gas cylinder deposit	120	120
Sundry debtors-Staff (general)	731	87
Sundry debtors – POS Malaysia Bhd	216,637	226,235
Sundry debtors- Bank Simpanan Nasional	6,504	6,363
Interest receivable	36,092	40,206
Prepayment	71,923	77,439
Cash bill control account	-	-
Sundry debtors – miscellaneous	12,440	125,256
Sundry debtors- SificonNet Technology	10,250	9,176
Special advance to employee	372,456	419,626
Debtors clearing account	6,622	15,754
CIMB Click (Internet Banking)	-	450
CIMB Bank – Credit card payment	4,155	-
Miscellaneous Debits	-	36,616
Deposit Claim	369	-
	<u>948,171</u>	<u>1,036,800</u>
10. TAX REFUNDABLE		
Tax refundable represents the tax overpayment to Inland Revenue Board.		
11. FIXED DEPOSITS		
With Government approved financial institutions	9,807,906	14,888,167



FINANCIAL STATEMENTS

12. TERM LOANS	2011 RM	2010 RM
12.1 Sarawak Government Loan (Unsecured Interest-free RM36.00 million) - to finance Sibu Water Board's Big Leap Development project - repayable in 17 annuities commencing in 1997	7,588,235	11,823,530
12.2 Sarawak Government Loan (Unsecured Interest-free RM4.50 million) - to part finance the implementation Rural Water Supply Projects - repayable in 20 annuities commencing in 1999	1,575,000	1,800,000
12.3 Sarawak Government Loan (Unsecured Interest-free RM4.10 million) - to part finance the implementation Rural Water Supply Projects - repayable in 20 annuities commencing in 2005	2,542,844	2,738,447
12.4 Sarawak Government Loan (Unsecured Interest-free RM5.00 million) - to part finance the Upgrading Of Pipelines Along Lanang Road, - repayable in 17 annuities commencing in 2004	2,647,059	2,941,176
12.5 Sarawak Government Loan (Unsecured Interest-free RM9.00 million) - to part finance Sibu New Township Water Supply Project, - repayable in 20 annuities commencing in 2005	1,781,634	1,918,683
12.6 Sarawak Government Loan (Unsecured) Interest-free RM8.00 million - to part finance "Program Mengurangkan Kadar Kehilangan Air Tak Terhasil Negeri Sarawak" - repayable in 20 annuities commencing in 2007	6,000,000	6,400,000
12.7 Sarawak Government Loan (Unsecured Interest-free RM20.00 million) - to part finance "Projek Pembinaan Loji Salim Fasa II , Sibu" - repayable in 20 annuities commencing in 2009	17,000,000	17,000,000
12.8 Sarawak Government Loan (Unsecured Interest-free RM6.26 million) - to part finance "Projek Sistem Agihan Air Bandar Sibu, Sarawak" - repayable in 20 annuities commencing in 2009	3,413,038	3,613,805
12.9 Sarawak Government Loan (Unsecured Interest-free RM2.54 million) - to part finance "Program Mengurangkan Kadar Kehilangan Air Tak Terhasil (NRW), Negeri Sarawak" - repayable in 20 annuities commencing in 2009	2,157,808	2,284,738
12.10 Sarawak Government Loan (Unsecured Interest-free RM62.58 million) - to part finance "Pembinaan Loji Salim Fasa II, Sarawak" - repayable in 20 annuities commencing in 2011	54,795,787	54,795,787
12.11 Sarawak Government Loan (Unsecured Interest-free RM62.58 million) - to part finance "Program Mengurangkan Kadar Kehilangan Air Tak Terhasil Negeri (NRW), Negeri Sarawak" - repayable in 20 annuities commencing in 2012	14,000,000	14,000,000
12.12 Sarawak Government Loan (Unsecured Interest-free RM1.70 million) - to part finance "Pembinaan Loji Salim Fasa II, Negeri Sarawak"	1,704,739	-
12.13 Sarawak Government Loan (Unsecured Interest-free RM1.5 million) - to part finance "Masterplan Study, Negeri Sarawak"	1,500,000	-
12.14 Sarawak Government Loan (Unsecured Interest-free RM11.2 million) - to part finance "Program Mengurangkan Kadar Kehilangan Air Tak Terhasil Negeri (NRW), Negeri Sarawak"	9,200,000	-
	-----	-----
	125,906,144	121,316,166
Repayment due within 12 months	(4,397,114)	(7,814,761)
	-----	-----
	121,509,030	113,501,405



FINANCIAL STATEMENTS

13. TRADE PAYABLES

The Board has the commitment to make payment to trade creditors within 14 days. However, bills from regular suppliers and vendors are accumulated for bulk payment; they are usually being paid only once in a month.

14. OTHER PAYABLES

	2011 RM	2010 RM
Sundry creditors & accrual	118,263	462,599
Staff claims account	9,501	21,124
Deposits Claim	-	284
Cancelled cheque suspense	-	486
Suspense – miscellaneous credits	237,786	344,718
Performance surety	333,630	243,287
Retention money	1,045,618	2,462,594
Unclaimed money	7,003	7,279
Collateral deposits from consumers	5,801,836	5,498,288
Security deposits	28,080	10,000
CIMB –Credit Card Payment	-	18
Cancelled cheque suspense account	2,447	-
CIMB (Bill collection)	2,525	-
	<u>7,586,689</u>	<u>9,050,677</u>

15. PROVISION FOR EMPLOYEE BENEFITS

	2011 RM	2010 RM
Balance as at 1 st January	211,847	195,589
Provision during the year	46,345	19,806
Utilisation of provision during the year	(1,413)	(3,548)
Balance at 31 st December	<u>256,779</u>	<u>211,847</u>
At 31 st December		
Current	-	1,412
Non Current:		
- Later than 1 year but not later than 2 years	-	20,258
- Later than 2 years but not later than 5 years	86,886	127,770
- Later than 5 years	169,893	62,407
	<u>256,779</u>	<u>211,847</u>



FINANCIAL STATEMENTS

16. VESTED ASSETS RESERVE

The reserve represents the following assets taken over from JKR by the Board when it was incorporated on 1st January, 1959:

	Cost taken over at 01.01.1959 RM	Accumulated Depreciation to 31.12.1958 RM	Net value taken over as at 01.01.1959 RM
<u>Fixed Assets</u>			
Headworks	225,495	118,501	106,994
Mains	857,314	362,743	494,571
Meters	119,242	28,355	90,887
Communication Pipes	48,480	2,424	46,056
Workshop Equipment	3,950	420	3,530
Office Equipment	4,000	800	3,200
Staff Housing	15,500	9,200	6,300
	<u>1,273,981</u>	<u>522,443</u>	<u>751,538</u>
<u>Current Assets</u>			
Stock of Materials	61,043	-	61,043
Water Sales Debtors	953	-	953
	<u>61,996</u>	<u>-</u>	<u>61,996</u>
	<u>1,335,977</u>	<u>522,443</u>	<u>813,534</u>

17. DEFERRED INCOME

Deferred income represents capital contributions received and receivable from customers towards the cost of capital projects and government grants received; and is analysed as follows:

	2011 RM	2010 RM
Balance as at 1 st January	38,941,732	40,591,826
Additions during the year	1,722,930	2,092,141
Amortisation	(3,767,421)	(3,742,235)
Balance as at 31 st December	<u>36,897,241</u>	<u>38,941,732</u>

Capital contributions received from customers in 2011 amounted to RM 1,080,144 (2010: RM1,120,413). No grant was received from Federal Government towards the cost of rural water supply projects (2010: Nil). No Grant received from Ministry of Health amounted in 2011 towards fluoridation program.(2009: RM 180,000) The capital contributions and grants amortised amounted to RM1,983,391 (2010: RM1,984,107) and RM716,072 (2010: RM708,490) respectively. The annual amortisations for the deferred income are as follows:

(i)	Capital contribution for communications pipes	5%
(ii)	Capital contribution for mains and headworks	4%
(iii)	Grants from Government for rural water supply project	4%
(iv)	Grants from Ministry of Health for fluoridation program	10%



FINANCIAL STATEMENTS

18. REVENUE	2011 RM	2010 RM
Water sales	23,138,362	22,424,060
19. COST OF PRODUCTION		
Salary	1,245,572	1,271,243
Electricity	3,236,756	2,929,296
Chemicals	1,922,671	1,967,743
Water Examination	132,546	85,082
Headwork maintenance	529,186	508,402
Pump maintenance	915,539	893,835
Miscellaneous	3,442	3,603
Royalty on raw water extracted	475,032	439,139
Depreciation	4,623,485	4,675,874
	<u>13,084,229</u>	<u>12,774,217</u>
20. OTHER OPERATING INCOME		
Fee for service	136,282	143,360
Miscellaneous resources	455,447	271,533
Interest from investment	345,288	348,934
Meter rent	405,900	391,938
Capital contribution transfers	3,767,421	3,742,235
Inspection fee	112,420	131,360
Dividend	82,997	81,540
Gains from sale of assets	104,758	5,849
	<u>5,410,513</u>	<u>5,116,749</u>
21. COST OF DISTRIBUTION AND SELLING		
Distribution & Customer Service Salary	1,608,459	1,508,940
Repair and maintenance of pipelines	1,683,620	1,654,172
Maintenance of tanks & reservoirs	80,348	129,053
NRW management	220,454	181,000
Servicing of meter	71,936	10,907
Booster station	762,393	681,428
Booster station-M&E	5,056	-
Customer service	60,577	46,634
Vehicle running	153,883	188,065
Vehicle running-Salary	312,214	331,508
Reading & billing - Salary	487,142	493,348
Water Bills & records	31,302	27,248
Enforcement	13,267	10,198
Enforcement Salary	221,736	213,471
FIS Miscellaneous	90	895
Depreciation	6,307,397	6,195,253
	<u>12,019,874</u>	<u>11,672,120</u>



FINANCIAL STATEMENTS

22. ADMINISTRATION EXPENSES

	2011 RM	2010 RM
Maintenance & repair (miscellaneous)	69,389	120,186
Maintenance of building structure	123,241	192,358
Maintenance of compound	96,400	156,518
Salary & wages	1,774,960	1,762,035
EPF	54,158	37,650
Pension contribution	659,890	648,841
Transport & traveling	465,414	535,248
Benefit, Incentive & Awards	28,299	24,500
Staff bonus	341,497	-
Provision for employees' benefits	46,343	20,636
Office expenses	66,574	62,689
Medical expenses	354,451	225,475
Printing & stationery	61,085	61,257
Electricity	89,538	89,561
Telephone	133,495	149,689
Postage	11,940	6,779
Advertising & publicity	19,807	65,154
Uniforms	24,174	32,606
Store operating	6,658	15,088
Rates & taxes	236,273	232,950
Insurance	133,975	89,638
Management fee- housing loan	226,053	243,880
E.D.P expenses	332,649	235,497
Commission for SBBS collection	111,352	109,958
Security service	427,752	422,629
Staff training	162,289	183,832
Staff social welfare & recreation	23,403	15,465
Entertainment	15,930	8,692
Contingencies	-	8,000
Traveling – Anggota sukarela 60 regimen	3,124	10,326
Sport activities	14,085	1,019
Quality management system maintenance	36,275	46,751
Depreciation	718,722	567,707
	<u>6,869,195</u>	<u>6,382,614</u>

23. OTHER OPERATING EXPENSES

	2011 RM	2010 RM
Board Members' remuneration	44,140	46,840
Audit fee	23,199	23,199
Bad debts written off	7,141	-
	<u>74,480</u>	<u>70,039</u>



FINANCIAL STATEMENTS

24. TAXATION EXPENSE

	2011 RM	2010 RM
Tax expense for the year	2,586	2,318
Under-provision for previous year	-	-

A reconciliation of income tax expense applicable to loss before tax at the statutory tax rate to income tax expense at the effective income tax rate of the Board is as follows:-

	2011 RM	2010 RM
Loss before taxation	(3,498,903)	(3,358,181)
Taxation at Malaysian statutory tax rate of 25% (2009: 25%)	(874,373)	(839,545)
Depreciation on non-qualifying property, plant and equipment	279,322	251,026
Expenses relating to exempt income disregard	3,532,583	3,388,643
Non-deductible expenses	11,866	7,159
Income not subject to tax	(6,908,260)	(6,726,307)
Deferred tax assets not recognized during the year	3,961,448	3,922,437
Under-provision of tax in prior year	-	-
	2,586	2,318

With effect from year of assessment 2006 onwards, following the Income Tax (Exemption) (No. 22) Order 2006, the YB Minister of Finance exempted the Board from income tax in respect of the followings:

- income relating to the allocations given by the Federal and the State Government in the form of grants or subsidies, and
- the income received in respect of an amount chargeable and collectible from any person in accordance with the provisions of the Act regulating the Board; or
- any donations or contributions received.

25. DEFERRED TAXATION

No deferred tax liabilities and assets have been recognised in respect of the following temporary differences:

	2011 RM	2010 RM
Temporary differences that may give rise to deferred tax liabilities:		
Accelerated capital allowances	78,978,857	77,292,911
	78,978,857	77,292,911
Temporary differences that may give rise to deferred tax assets:		
Unutilised capital allowance	129,683,909	117,467,105
Unutilised tax losses	29,432,368	24,057,812
Provisions	255,366	211,847
	159,371,643	141,736,764



FINANCIAL STATEMENTS

Deferred tax assets have not been recognised in respect of these items as the Board may not have taxable profits for which these tax assets can be utilised in the foreseeable future, since the Board is exempted from payment of income tax for most of her income as stated in Note 24 above.

26. CAPITAL COMMITMENTS

	2011 RM	2010 RM
Capital expenditure not taken up in the account - approved and contracted out	7,081,658	767,481

27. STAFF

	2011	2010
Numbers of staff	182	188
Staff Cost	7,547,237	6,997,964



OTHER INFORMATION

Scale Of Water Charges With Effect From 1st January 1992

Classification	Rates
Domestic	
Minimum charge in any one month	RM4.40
1,000 to 15,000 litres in any one month	RM0.48 per 1,000 litres
In excess of 15,000 litres but not exceeding 50,000 litres in any one month	RM0.72 per 1,000 litres
The excess over 50,000 litres in any one month	RM0.76 per 1,000 litres
Domestic/Commercial	
Minimum charge in any one month	RM18.70
1,000 to 25,000 litres in any one month	RM0.83 per 1,000 litres
The excess over 25,000 litres in any one month	RM0.95 per 1,000 litres
Commercial	
Minimum charge in any one month	RM22.00
1,000 to 25,000 litres in any one month	RM0.97 per 1,000 litres
The excess over 25,000 litres in any one month	RM1.06 per 1,000 litres
Special Commercial - Water Processed for sale	
Minimum charge in any one month	RM27.50
1,000 to 25,000 litres in any one month	RM1.21 per 1,000 litres
The excess over 25,000 litres in any one month	RM1.33 per 1,000 litres
Public Standpipes	RM0.43 per 1,000 litres
Water collected at Depot (Customer's transport)	RM0.43 per 1,000 litres
Water to ship	RM1.70 per 1,000 litres

Meter Rents

Dimension Of Meter	Per Month or Part Thereof
15 mm	RM0.55
20 mm	RM1.65
25 mm	RM2.20
30 mm	RM2.75
40 mm	RM3.30
50 mm	RM4.40
80 mm	RM8.80
100 mm	RM11.00
150 mm	RM16.50

Fees

For "Turning On Service"	RM5.50
For "Re-connection" due to non-payment	RM16.50



OTHER INFORMATION

ANNUAL KEY PERFORMANCE INDICATORS FOR WATER SUPPLY SERVICES

PERFORMANCE MEASURE	KEY PERFORMANCE INDICATORS	Formula	Average
WATER SERVICES PERFORMANCE			
Treated Water Quality			
Treated Water Quality Compliance Rate (% of water quality tests that meet the NDWQ Standards)	WS2/1: (% of water quality tests that meet the NDWQ Standard)	(No. of tests that comply / Total No. of tests carried out) x 100%	
	a. Residue Chlorine		100%
	b. pH		100%
	c. E Coli		100%
	d. Aluminium		100%
	e. Turbidity		100%
	f. Iron		99%
	g. Manganese		100%
	h. Ammonia		100%
	i. Residual Chlorine & E Coli		100%
	WS2/2: Water Quality Index		100%
Sampling Performance	WS3: % of sampling carried out versus scheduled number of sampling	(No. of actual sampling carried out / Total no. of scheduled sampling) x 100	100%
Number of Complaints Index	WS4: No. of complaints relating to drinking water quality received per 1000 accounts	(No. of complaints on DW quality / Total no. of services) x 1000	0.142
Operational Performance Index	Based on 8 key parameters : residual chlorine, iron, manganese, aluminium, turbidity, faecal coliform, trihalomethane and pesticides	Further research into OPI required before this can be adopted for use	
Continuity of Water Supply			
Interruption/Restoration of Water Supply Due to Main Burst	WS6/1: The no. of bursts and leaks per km. of mains in the trunk and reticulation system resulting in the drinking water mains being shut down.	Total no. of bursts & leaks in the supply area / Total length of mains in the supply area	0.049
	WS6/2: % restoration of water supply for main bursts effected:	No. of restoration of water supply within respective time frame / Total no. of main bursts x 100%	
	a. Within 6 hours		94.2%
	a. Within 12 hours		99.8%
	a. Within 24 hours		100.0%
Water Supply Continuity Complaints	WS7: No. of complaints relating to water supply continuity received per 1,000 accounts	No. of complaints on DW Continuity/ Total no. of accounts x 1,000	0.20
Security of Supply			
Security of Supply	WS11: % of treatment plant reserve margin for supply area	(Effective plant capacity - current actual production)/effective plant capacity x 100%	41%



OTHER INFORMATION

ANNUAL KEY PERFORMANCE INDICATORS FOR WATER SUPPLY SERVICES

CUSTOMER SERVICE			
Complaints Received	CS1/1: No. per 1000 accounts of compliants received	(Total no. of complaints received in the period concerned / Total no. of accounts in the same period) x 1000	5
	CS1/2: No. per 1000 properties of complaints received relating to reliability of supply (i.e. on quality, continuity & pressure)	(Total no. of complaints received in the period concerned / Total no. of accounts in the same period) x 1000	0.9
	CS1/3: No. per 1000 properties of complaints relating to account payments, billing errors and overcharging / undercharging	(Total no. of complaints received in the period concerned / Total no. of accounts in the same period) x 1000	0.5
Complaint Response/ Resolution	CS2/1: No of complaints that are resolved	(No. of complaints that are resolved within the respective time fram for the period concerned / Total no. of compliants concerned in the same period) x 100%	
	a. within 1 day		100.0%
	b. within 2 days		100.0%
	c. within 5 days		100.0%
New Service (NS) Connections & Disconnections/ Reconnections	c. within 10 days		100.0%
	CS3/1: % of NS connections installed after fee payment	No. of NS connections installed within the respective time frame/Total no. of NS Application X 100%	
	within 2 day		35.9%
	within 4 days		84.2%
	within 7 days		100.0%
	CS3/2/1: % of requested disconnections done	No. of requested disconnections done within the respective time frame/Total no. of disconnections requested x 100%	
	a. within 1 day		78.9%
	b. within 2 days		88.7%
	c. within 3days		100.0%
	CS3/2/2 % of requested reconnections done	No. of requested reconnections done within the respective time frame/Total no. of reconnections requested x 100%	
a. within 1 day	83.9%		
b. within 2 days	90.4%		
c. within 3days	100.0%		
OPERATIONAL PERFORMANCE			
Meter Reader Efficiency	OP1/1: No. of accounts per meter reader	No. of accounts / No. of meter readers	4,118
	OP1/2: No. of accounts actually read/ billed per meter reader	No. of accounts actually read/billed / No. of meter readers	4,118
Staff Efficiency	OP2/1: Staff cost per cu. m water produced (RM)	Staff Cost for period concerned / Volume of water produced for same period	0.16
	OP2/2: No. of accounts per employee	No. of accounts / No. of employees	307
	OP2/3: Water produced per employee (m³)	Volume of water produced for period concerned / No. of employees	18,658
Energy Efficiency	OP3/1: Organisation Energy cost per cu. m water produced (RM)	Cost of electricity & fuel for whole organisation / Volume of water produced	0.09
	OP3/2: Production Energy cost per cu. m water produced (RM)	Cost of electricity & fuel for production / Volume of water produced	0.08
Chemical Efficiency	OP4: Chemical cost per cu. m water produced (RM)	Cost of chemical/Volume of water produced	0.04
NRW	OP5 Non Revenue Water OP5/1: % of total volume produced	Volume of NRW for period concerned / Total volume delivered from the plant x 100 %	31%
	OP5/2: Volume (litres) per connection per day	Volume of NRW for period concerned/ (Total no. of connections x No. of days)	617
	OP5/3: Volume (m³) per km of mains per day	Volume of NRW for period concerned/ (Total no. of km of mains x No. of days)	34
	OP5/4: Infrastructure leak index	ILI = CARL/UARL	11



OTHER INFORMATION

STATISTICAL ANALYSIS OF TREATED WATER DATA 2011

Tests	Characteristic	Unit	Drinking Water Quality Standards (max. Acceptable level)	Bukit Lima	Salim
Microbiology	Total Coliform	cfu/100 ml	<1	1	1
	E. Coli	cfu/100 ml	<1	<1	<1
Group 1	Residual Chlorine (min)	ppm	0.2-5.0	1.22	1.43
	pH		6.5-9.0	7.3	7.4
	Color	TCU	15	<5	<5
	Turbidity	NTU	5	0.94	0.96
Group 2	Total Dissolved Solids	ppm	1000	28	29
	Total Hardness	ppm	500	18	16
	Ammonia	ppm	1.5	<0.1	<0.1
	Nitrate Nitrogen	ppm	10	<0.5	<0.5
	Fluoride	ppm	0.4-0.6	0.59	0.49
	Chloride	ppm	250	7	8
	Iron	ppm	0.3	0.04	0.04
	Manganese	ppm	0.1	<0.01	0.02
	Aluminum	ppm	0.2	0.02	0.03
Group 3	Arsenic	ppm	0.01	<0.001	<0.001
	Mercury	ppm	0.001	<0.001	<0.001
	Cadmium	ppm	0.003	<0.0002	<0.0002
	Lead	ppm	0.01	<0.001	<0.001
	Chromium	ppm	0.05	<0.001	<0.001
	Silver	ppm	0.05	<0.002	<0.002
	Copper	ppm	1	0.001	0.001
	Zinc	ppm	3	<0.002	0.004
	Magnesium	ppm	150	1.20	1.13
	Sodium	ppm	200	3	5
	Selenium	ppm	0.01	<0.001	<0.001
	Sulphate	ppm	250	<5	<5
	Chloroform	ppm	0.2	0.045	0.050
	Bromoform	ppm	0.1	0.001	<0.001
	Dibromochloromethane	ppm	0.1	<0.001	<0.001
	Bromodichloromethane	ppm	0.06	0.001	0.001
Group 4	alpha-BHC	ppb	-	<0.02	<0.02
	beta-BHC	ppb	-	<0.02	<0.02
	gamma-BHC	ppb	-	<0.02	<0.02
	delta-BHC	ppb	-	<0.02	<0.02
	Heptachlor	ppb	0.03	<0.005	<0.005
	Heptachlor Epoxide	ppb	0.03	<0.005	<0.005
	alpha-endosulfan	ppb	-	<0.02	<0.02
	beta-endosulfan	ppb	-	<0.02	<0.02
	Endosulfan sulfate	ppb	-	<0.02	<0.02
	4,4-DDE	ppb	-	<0.02	<0.02
	4,4-DDD	ppb	-	<0.02	<0.02
	4,4-DDT	ppb	-	<0.02	<0.02
	Aldrin	ppb	0.03	<0.005	<0.005
	Dieldrin	ppb	0.02	<0.005	<0.005
	Endrin	ppb	-	<0.02	<0.02
	Methoxychlor	ppb	20	<0.02	<0.02
	Endrin-Ald	ppb	-	<0.02	<0.02
	Gamma-Chlo	ppb	-	<0.02	<0.02



SIBU WATER BOARD'S SUPPLY AREA





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