



SIBU WATER BOARD

LAPORAN TAHUNAN

2012

ANNUAL REPORT





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BOARD'S SONG

"Ke Arah Visi dan Misi"

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

I have the pleasure of presenting the Board's Annual Report for the financial year ended 31 December 2012.

FINANCIAL REVIEW

The Board's water sales had increased by 7.28%, from the previous year of RM23.14 million to RM24.82 million and the other operating revenue had decreased to RM5.37 million against the previous year of RM5.41 million.

The total operating expenditure including the depreciation expenses for the year had increased by 11.16% or RM3.58 million from RM32.04 million in 2011 to RM35.62 million in 2012. The depreciation expenses had increased to RM11.89 million from the previous year of RM11.65 million, against an increase in the Fixed Assets by RM7.67 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 RM23.74 million from RM20.40 million in 2011, or by 16.37%, was justified by the increase of 10.13% in production from the previous year, and the cost of Research and Development for the second master plan study which was expensed off, amounting to RM1.41 million.

Owing to the high depreciation cost, the net loss for the year went up to RM5.44 million after tax expense of RM1,179 which was deducted from the 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 RM126.95 million.

PRODUCTION AND CONSUMPTION

The Board produced a total of 46,214 megalitres (ML) of fully treated water in the year compared to 41,963 ML the previous year, an increase of 10.13%. The average daily production rose to 126.27 ML from 114.97 ML the previous year, with the maximum daily production recorded at 140.25 ML as against the minimum of 110.38 ML.

With a 2.9% increase in the number of active services, from 58,629 in 2011 to 59,476 at the end of 2012, the consumption for the year increased to 30,246 ML from 28,776 ML the previous year, equivalent to an increase of 5.1%.



DEVELOPMENT AND IMPROVEMENT PROGRAMMES

Development

The Proposed Upgrading of Deshon-Teku Booster Stations & Supply Zone Project costing RM2.1 million was completed at the end of 2012. The completion of this project will compliment the water demand of Pasai-Siong Water Supply, a project currently implemented by JKR Sarawak and scheduled for completion in 2013.

The construction of “Pemasangan Paip Utama Di Jalan Tun Ahmad Zaidi Adruce” that commenced in May 2012 is expected to be completed at the end of 2013. The completion of this project would enable the Board to improve the existing trunk main, a portion of which collapsed in 2011 and had been temporarily connected without supports since then.

The Second Upgrading of Treated Water Pumping System for 60 Meter Zone project, amounting to RM1.322 million kicked off at the end of the year, and is targeted to be completed by end of 2013. This project will improve the water pressure along the distribution network, and ensure continuity of water supply.

The year 2012 marked the second year of the 10th Malaysian Plan (10MP). Under the 10MP allocation for Federal Reimbursable Loans, only one continuation project was approved for the Board under the Non-Revenue Water (NRW) Management with a scheme value of RM45 million. However, in the 2012 financial year, the Federal Reimbursement Loan of RM11.8 million was not able to be disbursed on time and was only released to the Board in early 2013.

Non Revenue Water (NRW)

In 2012, the Board procured various equipment like the GSM/SMS/Wireless Data logger and i20 Pressure Management System to monitor the District Metering Areas (DMA). The NRW program focused not only on leak detection but also on pressure management, as one of the factors causing pipe leakages was high water pressure, especially in old pipes.

The major challenge faced by the Board had been ground settlement, which caused pipe failures. The renewal of aged and corroded mains and communication pipes remained an important agenda for the Board. A total of 14,201 aged, non-registering, and damaged meters were also replaced in the year.

Despite all the efforts, the average NRW for the year had increased to 33.12%. Nevertheless, a review of the NRW Strategic Plan is being carried out to address the increasing trend, including review of the DMAs, and a continuous effort to reduce physical and commercial losses.

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 water supply interruption. By the end of the year, 20,000 customers had registered their mobile phone numbers to enjoy this early information service. The Board's official website (www.swb.gov.my) have also been revamped with emphasis on announcements on such water supply interruptions and other useful information, especially on the Frequently Asked Questions (FAQ). The Board's website had an average of 10,000 'hits' per month throughout the year. Keeping our customers informed goes a long way in reducing the number of complaints. In 2012 the Board's website had also been awarded a “5 Star” rating by the Malaysian Government Portal Website Assessment (MGPWA).

l in 2011.

deline developed through this KFA will be updated from time to time, the suc
between a Statutory Body (SWB) and a Government Linked Company (LAKU) will
ore joint efforts in future KFAs and other activities.

r 2012 and beyond will be bleak as the Board's reserves have been depleted over t
board's cash flow, the State Government had approved the deferment of repayment o
term loans to 2015. Without a revision of the water tariff or a drastic change in the c
ear future, the Board will lose its financial viability and may call for financial assistance
currently given by the Government for development projects. Efforts have been made
for development projects directly or indirectly linked to rural water supply, and for n
loans, to ease the strain on the cash flow for the Board.

ENTS

constraints, the year 2012 marked another milestone in the Board's quest for excel
rded 2nd place in 'Anugerah Perkhidmatan Kaunter Cemerlang (APKC) 201
k Chief Minister's Environmental Award (CMEA) 2011/2012' in the category
vices). The Board was also one of the recipients of the 'Heart of Industry Award',
ward initiated by the international community of pump industries.

TION

comed the re-appointment of Encik Sayun Ambing as Board Member, whose ter

members, I wish to express my sincere appreciation on their good advice, supp
nsuring positive progress and performance of the Board. I also wish to thank the M
for their dedication, hardwork, and loyalty towards achieving another successful year.

ne least, I would like to place on record my heartfelt thanks and gratitude to th
ments, all government departments and agencies, valued customers and supplie
continued support and trust placed on the Board.

11 - 0



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/Sarikei; thence following the Sibu/Sarikei 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 2012



CHAIRMAN

Tuan Haji Ubaidillah Bin Haji Abdul Latip



Encik Nicholas Sia



Encik Rumai Ak Galis



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**



Puan Ngui Ing Ing



CORPORATE INFORMATION

Members of the Board

Chairman

Permanent Secretary, Ministry of Public Utilities

Tuan Hj. Ubaidillah Bin Hj. Abdul Latip

(With effect from 01.04.2005)

Members

State Financial Secretary or his nominee

Encik Nicholas Sia (Director of Procurement, SFS)

(With effect from 21.05.2009)

Assistant Director of Public Works (Water Supply)

Encik Rumai Ak Galis

(With effect from 16.01.2012)

Resident, Sibu Division

Encik Sim Kok Kee

(With effect from 01.05.2009)

Divisional Medical Officer

Dr. Muhamad Rais Abdullah @ Krishnan A/L Kalimuthu

(With effect from 12.10.2009)

6 members appointed by the Minister of Public Utilities

Encik Wong Nang Yong

(With effect from 01.04.2007)

Encik Awg Julaihi Bin Awg Ali Bohan

(With effect from 01.04.2007)

Encik Kong Tze Ling

(With effect from 01.04.2009)

Encik Sayun Ak Ambing

(With effect from 01.04.2012)

Encik Ngu Huk Kiong

(With effect from 01.04.2009)

Puan Ngui Ing Ing

(With effect from 01.04.2007)

Secretary

Cik Mundun Ak Undau

(Acting with effect from 05.12.2011)

Management

General Manager

Ir. Daniel Wong Park Ing

Deputy General Manager

Ir. Alice Jawan Empaling

Secretary / Accountant

Cik Grace Hii Hui Hing

[Seconded to SFS (01.07.2005 to 20.07.2009),

State Treasury (21.07.2009 to 10.04.2010)

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)

Head, Customer Service & Distribution

Civil Engineer

Encik Siew Kok Kiong

Head, Finance & Information System

Accountant

Cik Mundun Ak Undau (wef 05.12.2011)

Head, Capital Works Planning

Civil Engineer

Encik Lau Pon Yin

Head, Production

Chemist

Puan Nur Dzaina Binti Zaidel

Head, Mechanical & Electrical

Electrical Engineer

Encik Lau Siew Wei

Head, Human Resource & Administration

Administrative Officer

Puan Elizabeth Anak Raymond

Head, Corporate Affairs & Public Relations

Assistant Engineer

Haji Ariffin Haji Kehar

Bankers

RHB Bank Berhad

CIMB Bank Berhad

Auditor

Auditor - General Malaysia

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

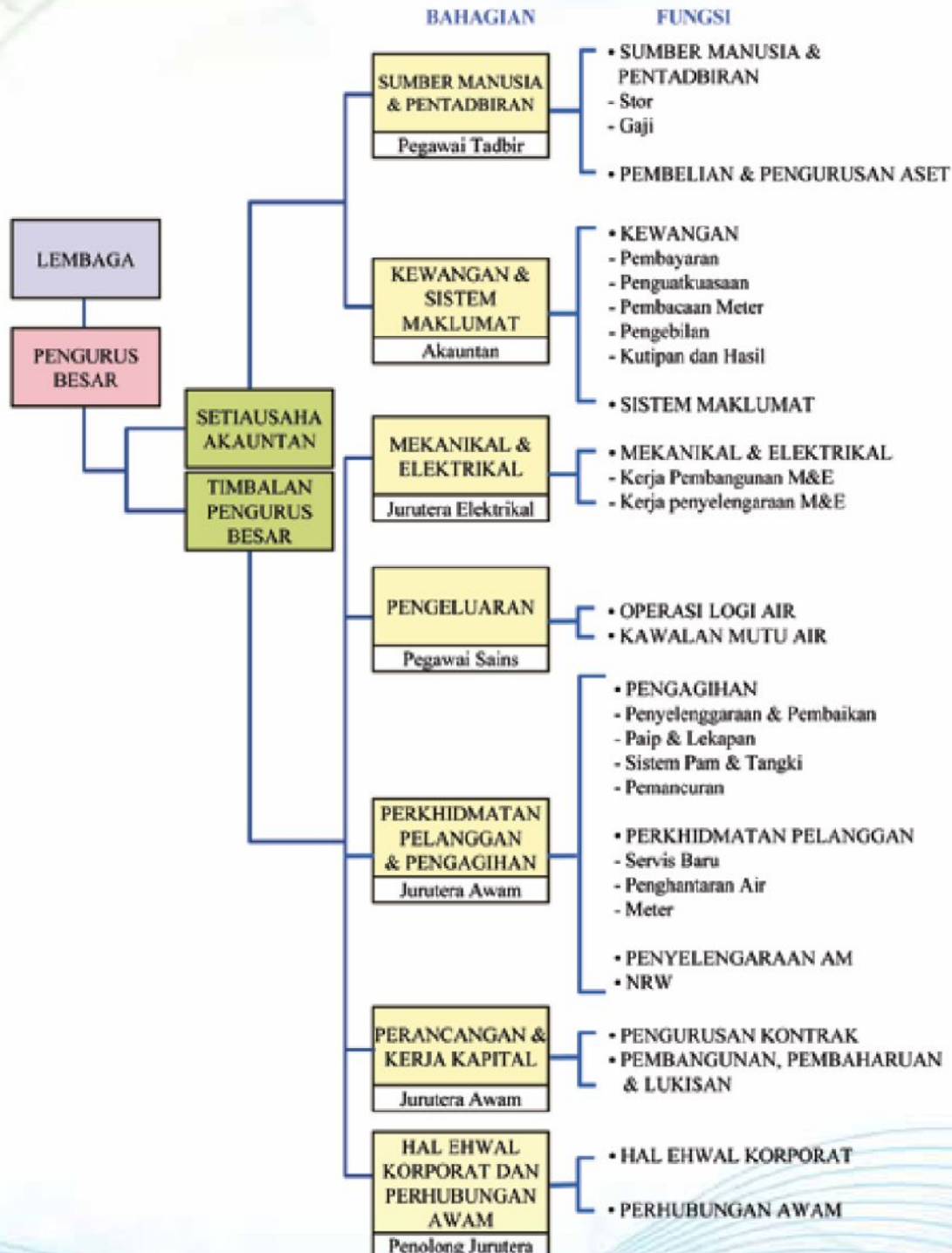
Email : swbs@swb.gov.my

: pengurus@swb.gov.my



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 Sibu
- (ii) Projek Pemasangan Paip Utama Zon 60 Di Jalan Tun Ahmad Zaidi Adruce, Sibu Division, Sarawak

Both Projects are implemented with Federal Loan under the NRW programme.

DEVELOPMENT PROGRESS

2012 is the second year of 10th Malaysia Plan. The Board spent RM19,279,079.44 on development projects during the year. Out of this amount, RM1,114,227.31 (6%) was spent on Master Plan Study, RM 14,814,830.86 (77%) on NRW program & GIS Program, RM2,196,170.00 (11%) on Upgrading of Deshon & Teku Booster Station, and RM1,153,851.27 (6%) on other development.

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

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

Contract Sum: RM2,591,000.00
Date of Commencement: 27.04.2011
Date of Practical Completion: 25.10.2012
Contractor: Group Engineers Malaysia Sdn Bhd

Expiry Date of Defects Liability Period: 24.10.2013



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



Contract Sum: RM235,500.00
Date of Commencement: 11.07.2011
Date of Practical Completion: 15.11.2011
Contractor: Premier Amalgamated Sdn Bhd

Expiry Date of Defects Liability Period: 14.11.2013



- 3 **Work Order No. SWB/WO/14/2011**
Quotation for Laying of 355mm IIDPE 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
Date of Commencement: 24.10.2011
Date of Practical Completion: 06.01.2012
Contractor: Hii Hong Ye M/L 229
Expiry Date of Defects Liability Period: 05.07.2012

- 4 **Work Order No. SWB/WO/17/2011**
To Supply of Labours, Transports, Tools and etc for the Replacing of 15mm Diameter Water Meter within Sibu Water Board Supply Area, Package II, 2011

Contract Sum: RM41,760.00
Date of Commencement: 13.12.2011
Date of Practical Completion: 29.03.2012
Contractor: Menyana Enterprise
Expiry Date of Defects Liability Period: 05.04.2012



- 5 **Contract No. SWB/CT/17/2011**
The Delivery & Laying of D.I/IIDPE 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 31.12.2012: 86.05%

- 6 **Contract No. SWB/CT/24/2011**
The Supply, Delivery and Commissioning of i20 Pressure Management System and the Associated Accessories for Sibu Water Board.

Contract Sum: RM249,250.00
Date of Commencement: 17.01.2012
Date of Practical Completion: 25.05.2012
Contractor: EXXOR Technologies Sdn Bhd
Expiry Date of Warranty Period: 24.05.2014



- 7 **Contract No. SWB/CT/25/2011**
Enhancement on Asset Management System at Sibu Water Board



Contract Sum: RM620,000.00
Date of Commencement: 25.01.2012
Date of Practical Completion: 16.06.2012
Contractor: Cworks Systems Berhad
Expiry Date of Defects Liability Period: 15.12.2012



- 8 **Work Order No. SWB/WO/06/2012**
Construction of R.C Box Culvert for the Protection of 600mm MSCL Pipe at Jalan Tun Ahmad Zaidi Adruce, Sibü

Contract Sum: RM48,500.00
Date of Commencement: 27.02.2012
Date of Practical Completion: 03.04.2012
Contractor: Perkhidmatan Kalis Air
Dan Konkrit Sdn Bhd

Expiry Date of Defects Liability Period: 02.04.2013



- 9 **Contract No. SWB/CT/03/2012**
Projek Pemasangan Paip Utama Di Jalan Tun Ahmad Zaidi Adruce (Zone 60m) Sibü Division, Sibü



Contract Sum: RM6,628,853.00
Contract Period: 02.05.2012 - 01.08.2013
Consultant: Jurutera Perunding Wahba Sdn Bhd
Contractor: Polybuilding Construction Co.

Physical Work Done up to 31.12.2012: 57.57%

- 10 **Contract No. SWB/CT/04/2012**
To Supply of Labours Transports, Tools and etc for the Replacing of 15mm dia, Water Meter Within Sibü Water Board Supply Area , 2012

Contract Sum: RM134,400.00
Contract Period: 27.06.2012 - 26.06.2013
Contractor: Sabacon Construction

Physical Work Done up to 31.12.2012: 35%



- 11 **Contract No. SWB/CT/09/2012**
The Supply,Delivery and Commissioning of GSM/SMS/Wireless Data Logger and the Associated Accessories for Sibü Water Board (NRW)



Contract Sum: RM107,500.00
Date of Commencement: 09.08.2012
Date of Practical Completion: 14.09.2012
Contractor: Good Friend Engineering Works &
General Trading Enterprise Sdn. Bhd.

Expiry Date of Warranty Period: 13.09.2014

- 12 **Contract No. SWB/CT/12/2012**
The Second Upgrading of Treated Water Pumping System for 60 Meter Zone

Contract Sum: RM1,322,000.00
Contract Period: 29.10.2012 - 28.10.2013
Contractor: Group Engineer Malaysia

Physical Work Done up to 31.12.2012: 2%





CORPORATE PROGRESS

DEVELOPMENT WORK

MAINS EXTENSION

For the year 2012, 85.38 km of water mains were laid and the total length of water mains in the distribution system stands at 1,154 km. The size of pipes in the distribution system ranges from 50 mm to 250 mm diameter. In addition, 22.68 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 2008 To 2012

Pipe Sizes In Millimeters	Yearly New Extension (Length In Meters)				
	2008	2009	2010	2011	2012
50	2,609	-	-	-	-
63	-	5,228	1,598	2,618.00	4,701.70
90	-	-	-	-	95.00
110	-	251	-	-	-
150	1,061	15,376	9,149	7,956.70	6,959.20
160	630	1,860	2,600	3,258.00	33,341.59
200	69	481	283	-	1,760.00
225	-	453	2,600	-	4,450.42
250	866	710	790	270.00	358.00
280	-	-	-	-	18,077.00
300	705	1,167	-	316.00	338.00
315	3,712	-	-	-	-
345	-	-	2,550	-	-
355	-	122	75	-	15,300.00
400	-	-	25	-	-
TOTAL	9,652	25,648	19,670	14,418.70	85,380.91

Length Of Pipes Laid During The Years 2008 To 2012

Pipe Sizes In Millimeters	Yearly Renewal (Length In Meters)				
	2008	2009	2010	2011	2012
50	-	-	-	-	-
63	67	309	515	745.00	3,811.80
100	100	9	-	-	-
150	99	352	1,360	225.60	15,727.00
160	237	570	1,627	816.00	120.00
200	-	-	-	-	302.00
225	1,200	825	1,006	-	102.00
250	18	60	-	-	2,508.00
300	306	24	70	-	111.00
315	24	-	-	-	-
355	-	-	-	13.00	-
375	24	-	-	-	-
400	400	72	-	-	-
600	-	-	1,365	-	-
750	-	-	254	-	-
TOTAL	2,169	2,221	6,197	1,799.60	22,681.80



CORPORATE PROGRESS

WATER PRODUCTION

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

The Board produced a total of 46,214 ML fully treated water in the year 2012 or an average of 126.269 ML per day, an increase of 10.13% over that of 2011. During the year, the Board recorded a maximum daily production of 140.249 ML and a minimum daily production of 110.375 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 2012. During the year, 15, 872 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, 13,516 samples were analyzed physico-chemically while the remaining 2,356 samples were examined bacteriologically. These were all samples tested in the Board's own laboratory, as all water sampling activities under KMAM (Kawalan Mutu Air Minum) have been fully taken over by the Department of Health who sent their samples to Chemistry Department. The breakdown of the samples analyzed is shown below:

Parameter / Location	Board's Laboratory	
	Physico-chemical examination	Bacteriological examination
Intake & sources	2,920	-
Water Treatment processes	5,840	520
Treatment Plant Outlets	3,440	520
High Level Tanks & Reservoir	688	688
Distribution Systems	628	628
TOTAL:	13,516	2,356

Although sampling activities were undertaken by Department of Health, analysis showed that only 14% of the raw water samples sent to Chemistry Department were found to contain Total Coliform exceeding 5000 MPN/100ml, the maximum acceptance 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.

Residual Fluoride continued to be a parameter where the Board had performed unsatisfactorily, where 29% of the samples tested were found to violate the upper limit of 0.60 ppm, even though there was no violation of the lower limit of 0.40 ppm. *(According to the modified NLA 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 in the process of acquiring a reliable automated fluoride dosing system and the problem should be resolved by end of 2013.



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, Sibü West, Miles 13 and Pasai Siong. Pasai Siong is a new supply area implemented by JKR and handed over to the Board at the end of 2012. The numbers of watermains, communication pipes and pipe appurtenances repaired/renewed during the year are as follows:-

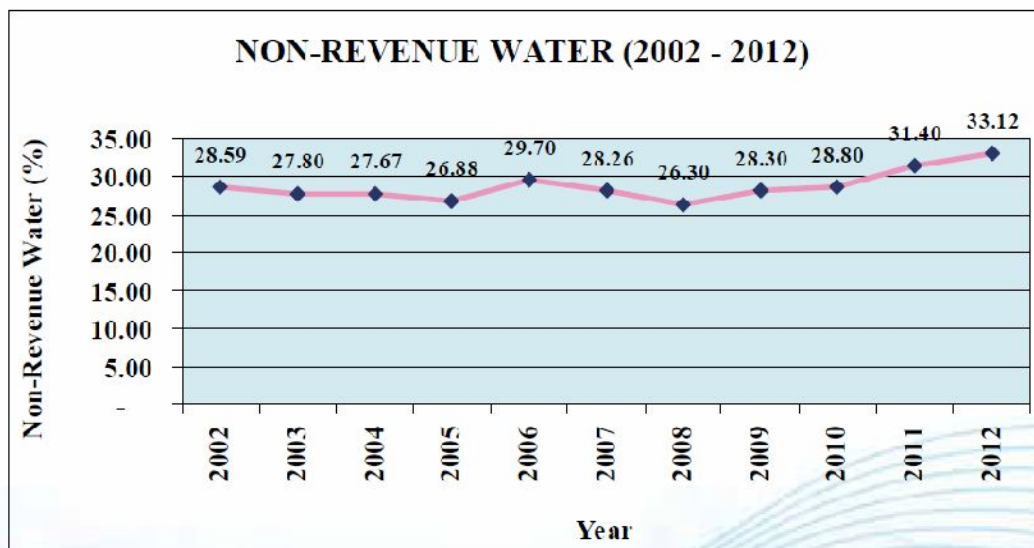
**Water Mains, Communication Pipes and Pipe Appurtenances
and Meters Repaired/Renewed/Replaced in 2012.**

Particulars	Repaired	Renewed/Replaced
Watermains	601 nos.	22,681.80 metres
Communication Pipes	1,740 nos.	1,986 nos.
Pipe Appurtenances	165 nos.	157 nos
Meters	350 nos.	14,201 nos.

The Flushing Unit had carried out 2,639 numbers 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 33.12% (which accounts for 14,978 megalitres), as compared to 31.40% (which accounts for 13,186 megalitres) the previous year. The graph below shows the NRW levels for year 2002 - 2012.





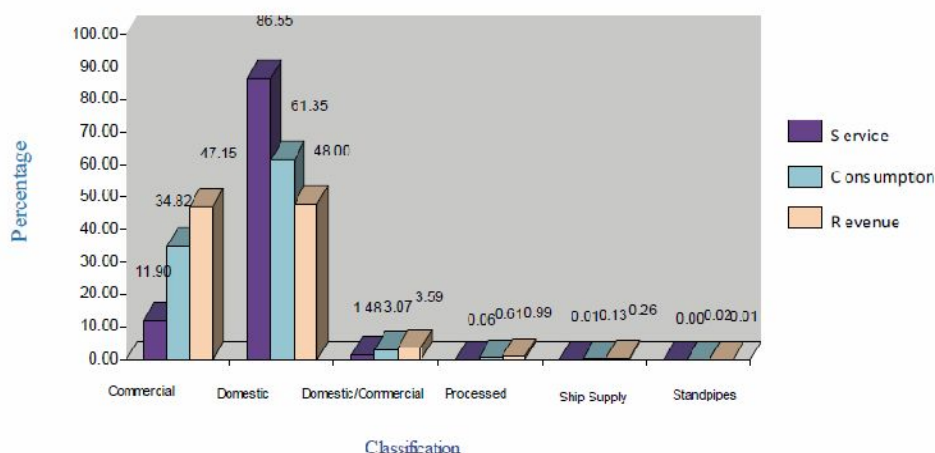
CUSTOMER SERVICE

Customer Service Unit provides services pertaining to application for water supply and transfer or closing of accounts and handling of customers' complaints. 2,014 new services were installed in the year, bringing the total number of connections at the end of the year to 69,611. Out of this number, only 59,476 are active accounts, which the rest were temporarily disconnected either on-request by the customers or due to non-payment.

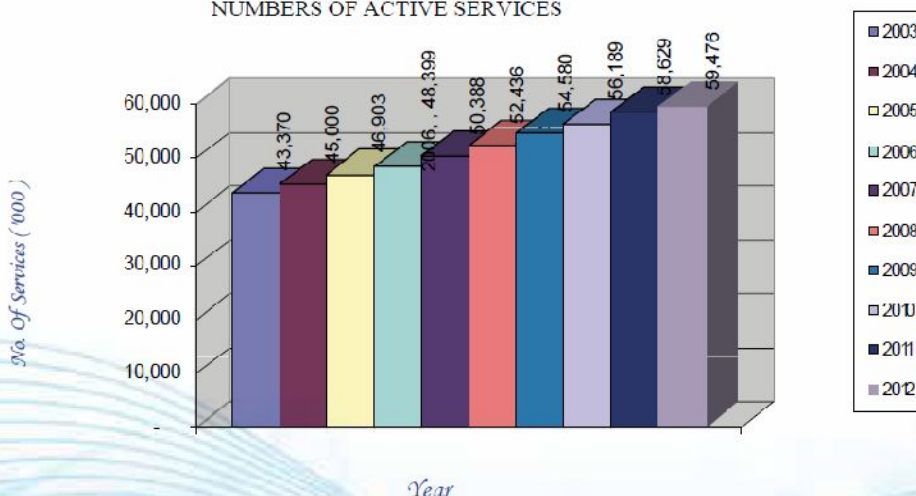
There was a net increase of 1.44% of active customer accounts over the previous year. The composition of the active accounts is as follows:

Sector	Number	Percentage
Domestic	51,471	86.55
Domestic/Commercial	882	1.48
Commercial	7,080	11.90
Others	43	0.07
Total	59,476	100.00

Percentage Relationship Of Water Classification With Respect To
Service, Consumption & Revenue For 2012



NUMBERS OF ACTIVE SERVICES





CORPORATE PROGRESS

HUMAN RESOURCE

STAFF STRENGTH

The total staff strength at the end of year 2012 was 180 persons against 184 persons in year 2011. The movement of the staff is exhibited in the table below:-

Particular	Professional & Management Group	Support Group	Total
No. of staff as at 01.01.2012	*12	172	184
Retired	Nil	(2)	(2)
Service Terminated	Nil	(1)	(1)
Passed Away	Nil	(1)	(1)
New Recruit	Nil	Nil	Nil
Promotion	Nil	Nil	Nil
No of staff as at 31.12.2012	*12	168	180

*include 1 staff seconded to Internal Audit Unit, JKM and 1 staff recruited on contract.

Item	Name	Post	Period of Service
Optional Retirement	Colony Anak William Ekie	Pembantu Tadbir (Perkeranian/Operasi) Gred N17/Pembaca Meter	15.07.1998 - 31.12.2012 (14 years 05 months)
Service Terminated	Jeffrey Anak Asit	Juruteknik, Gred J17	01.08.1998 - 17.01.2012 (13 years 05 months)
Demised	Late Zainuddin Bin Ali	Pembantu Makmal, Gred C17	01.02.1993 - 01.07.2012 (19 years 05 months)

HUMAN RESOURCE DEVELOPMENT

To enhance quality of services delivered, the Board spent RM165,742.99 or 1.85% of Administration cost in training the staff in various aspects in 2012.

71 courses, seminars or conferences, both technical and non-technical, had been approved for the staff to attend during the year. While ten (10) major training programs benefited 88 personnel or 47.06% of the staff. 24 K-Clinic 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	CWORKS SEGAK & Netmain Training	SWB	18
2	Decoding & Applying The Malaysian Environmental Laws	SWB	20
3	5 S Audit Training	SWB	25
4	Managing Customer Needs Through The Transformation of Counter Service	SWB	30
5	First Aider Course	SWB	19
6	Kursus Pembangunan Individu & Organisasi Berintegriti	SWB	69
7	Emergency Response Plan	SWB	165
8	Kempen Keselamatan Trafik Lembaga Air Sibu	SWB	39
9	Sarawak Water Supply Retreat 2012	SWB	16
10	Seminar Membanteras Jenayah Perdagangan Orang Khususnya Wanita dan Kanak-Kanak & Jenayah Sempadan	RH Hotel Sibu	12

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



INTEGRATED MANAGEMENT SYSTEM

To ensure that the scope of registration for the IMS & 5S (QE) were complied, internal audits were carried out in February and September 2012. Twelve (12) management review meetings were carried out to analyze the effectiveness and efficiency of the system.

IMS surveillance audit was conducted by Moody International Certification (M) on 20th - 22nd June 2012. The certification was unconditionally continued. 5S:Quality Environment (QE) audit was conducted on 8th August 2012 and was successfully re-certified by Malaysian Productivity Corporation (MPC).

A one (1) Day In House Training on “Decoding and Applying The Malaysian Environmental Law” was conducted by NevilleClarke on the 3rd April 2012. Eighteen (18) staff attended the course.

Sibu Water Board had won 1st place in the Sarawak Chief Minister’s Environment Award (CMEA) 2011/2012 for Category Medium Industries (Services).



IMS Surveillance audit 20th – 22nd June 2012



5S: Quality Environment (QE) Audit 8th August 2012



Chronological Events OF THE YEAR



18 January 2012
Sibu Water Board Annual Dinner

18 January 2012
Board Meeting No .197



18 January 2012
Monthly Feedback Session with Main Layer and
Pipe Fitter

02 February 2012
Chinese New Year Gathering



02 – 03 February 2012
K-Klinik Option 58 year to 60 year
service

03 February 2012
Majlis Malam Mesra Bersama Presiden Cnepeps.



03 February 2012
Treatment Plant Visit by Kolej Laila Taib

05 February 2012
Participated in the "Majlis Perhimpunan & Perarakan
Sempena Sambutan Maulidur Rasul Peringkat
Bahagian Sibu" at Town Square Sibu



10 February 2012
Press Conference on 750mm Mild Steel Pipe Burst
at Jalan Salim

10 February 2012
K-Klinik Kursus Fasilitator & Sesi Taklimat Pegawai
Penyclaras Program Inovasi & Kualiti Setiap Agensi



10 February 2012
Briefing on River Bank Filtration System

10 February 2012
Stress Management Talk



14 February 2012
Visit by Rombongan Jawatankuasa Kecil Pemeriksaan
Keselamatan JSPN Sarawak



22 -24 February 2012
K-Klinik Peraturan Melibatkan Pematuhan Waktu
Bekerja Pejabat





Chronological Events OF THE YEAR



28 February 2012
I20 Pressure Management General Training
Presentation

29.02.2012
Jamuan Pagi Bersama Rakan Media dan Sidang
Media



09 March 2012
Board Meeting No 198

09 March 2012
K-Klinik – SWB Strategic Planning



16 March 2012
K-Klinik – How to Detect Water Theft

16 March 2012
K-Klinik Guideline and Standard for Pipe Laying



23 March 2012
K-Klinik – New Guideline on Pipe Laying

24 March 2012
Treatment Plant Open Day & Customer Day in
conjunction with World Water Day 2012



30 March 2012
Treatment Plant Visit by Pejabat Pergigian
Bahagian Sibü

10 April 2012
Received The Heart of Industry Award from ITT
Corporation, USA



12 April 2012
Dialogue Session with Tuai Rumah

03 May 2012
Briefing on DELTA Thermoplastic
Water Meter



08 May 2012
Technical Visit by Jabatan Alam Sekitar



Chronological Events OF THE YEAR



08 May 2012
Ceramah Antidadah & Pameran Antidadah
Anjuran AADK Sibu

15-16 May 2012
Briefing on Fire Drill



16 May 2012
Briefing on ABS Pipe

16 May 2012
Treatment Plant Visit by UNTIMAS



17 May 2012
K-Klinik - Project Cost Analysis

17 May 2012
K-Klinik - Minutes Writing



23 May 2012
Refresher Course on 5S Auditing

07 June 2012
Treatment Plant Visit by SMK Kwong Zhong



13 June 2012
Technical Visit By Pengurusan Aset Air Berhad
(PAAB), Syarikat Air Melaka Berhad (SAMB)
and Angkasa Consulting Service

15 June 2012
Treatment Plant Visit by Kolej Laila Taib



15 June 2012
K-Klinik - Kempen Kawalan Trafik
Lembaga Air Sibu

21 June 2012
Gawai Festival Gathering



22 June 2012
Treatment Plant Visit by PLKN

20-22 June 2012
IMS Surveillance Audit by Moody International





Chronological Events OF THE YEAR



25 June 2012
Quality Environment (QE/5S) Visit by CMS Kuching

27-29 June 2012
Sarawak Water Supply Retreat 2012



04 July 2012
Briefing by Borneo Housing

11 July 2012
Dialogue with Pipe Fitter



12 July 2012
Full Board Meeting No. 199

12 July 2012
Walkathon with Chairman



17 July 2012
Briefing to Mainlayer and Pipe Fitter

18 July 2012
Quality Environment (QE/5S) Visit by Kem 9
Briged Jalan Oya Batu 10



20 July 2012
Briefing on Insurance

20 July 2012
Treatment Plant Visit by UNIMAS



03 August 2012
Membuka Kaunter Membayar Zakat Fitrah di
Lembaga Air Sibu

07 August 2012
Majlis Berbuka Puasa Bersama Pengerusi Lembaga
Air Sibu



08 August 2012
Quality Environment (QE/5S) Re-certification Audit
by MPC

07 September 2012
Majlis Ramah Tamah Aidil Fitri





Chronological Events OF THE YEAR



11 September 2012
Taklimat Penerangan Program Kebajikan CUEPACS

12 September 2012
Briefing on Discipline by
Jabatan Ketua Menteri Sarawak



25 September 2012
Salim Treatment Plant Visit by SJK Nang Sang

27 September 2012
Mobile Collection at Balai Polis Sungai Merah, Sibü



02 October 2012
Dialogue with Rumah Jarit

02 October 2012
Majlis Bcrsama Jabatan (MBJ)



05 October 2012
Salim Treatment Plant Visit by SJK Tung Kiew

12 October 2012
Salim Treatment Plant Visit by SJK Ung Nang



13 October 2012
QE/SS Big Cleaning Day

15 October 2012
Salim Treatment Plant Visit by UNIMAS



16 October 2012
K-Klinik - Emergency Response Plan

16 October 2012
Monthly Feedback Session with Main Layer
and Pipe Fitter



16 October 2012
Training on Stress Management

17 October 2012
K-Klinik - Kursus Pembangunan Individu
dan Organisasi Berintegriti





Chronological Events OF THE YEAR



17 October 2012
Salim Treatment Plant Visit By SMK Rosli Dhoby

18 October 2012
Blood Donation Campaign



18 October 2012
Pertandingan Karaoke dan Nyanyian Lagu
Ke Arah Visi dan Misi

19 October 2012
Hari Inovasi Lembaga Air Sibu



19 October 2012
Salim Treatment Plant Visit by Kolej Laila Taib

22 October 2012
Salim Treatment Plant Visit by SMK Tung Hua



23 October 2012
Salim Treatment Plant Visit by SMK Nanga Dap

24 October 2012
Salim Treatment Plant Visit by SK Sentosa



25 October 2012
Pasai Siong Booster Station Handing Over

30 October 2012
Visit by Panel Anugerah Alam Sekitar
Ketua Menteri Sarawak 2011-2012



30 October 2012
Salim Treatment Plant Visit by SMK St. Elizabeth

31 October 2012
Salim Treatment Plant Visit by SJK Uik Daik



01 November 2012
Salim Treatment Plant Visit by SMK Kampung Nangka

05 November 2012
Salim Treatment Plant Visit by SK Agama Sibu





Chronological Events OF THE YEAR



07 November 2012
Presentation to Panel of Anugerah Perkhidmatan
Kaunter Cemerlang (APKC) 2012

12 November 2012
Salim Treatment Plant Visit by PLKN Junaco Park



17 November 2012
Majlis Perasmian Stesen Pam Pengalok Pasai Siong

21 November 2012
Visit by Panel Anugerah Perkhidmatan
Kaunter Cemerlang (APKC) 2012



30 November 2012
Won 1st Place in the Sarawak Chief Minister's
Environmental Award (CMEA) 2011/2012 for
Category Medium Industries (Services)

05 December 2012
Won 2nd Place in the Anugerah Perkhidmatan
Kaunter Cemerlang (APKC) 2011/2012



08 December 2012
Sesi Dialog Bersama Tuai-tuai Rumah di
Pasai Siong, Sibü

12 December 2012
Awarded 5 Star Rating in the Malaysia Government
Portals and Websites Assessment 2012



13 December 2012
Salim Treatment Plant Visit by UNIMAS

27 December 2012
Briefing on Application of Scale-Buster by
JH Waterway





More Pictures...

ANNUAL DINNER



SARAWAK WATER SUPPLY RETREAT 2012



BIG CLEANING DAY





More Pictures...



HARI INOVASI

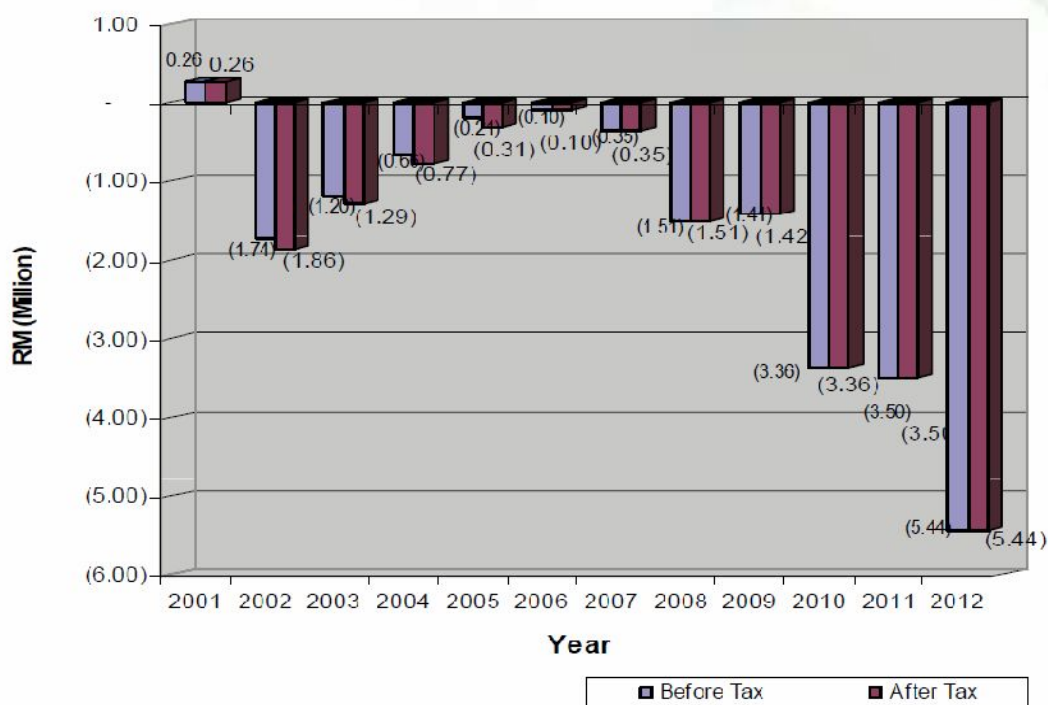
TREATMENT PLANT OPEN DAY



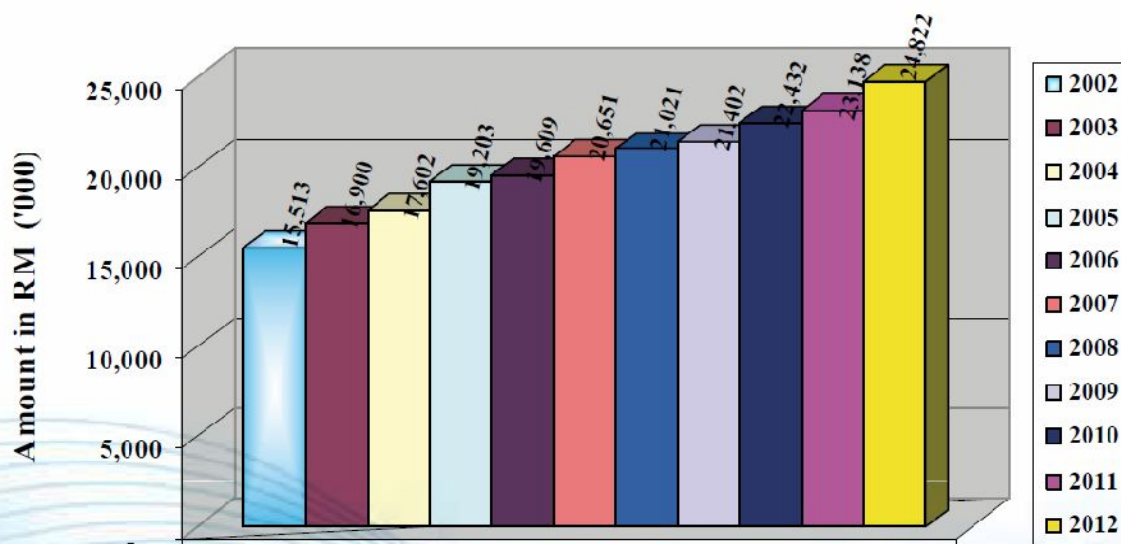


FINANCIAL STATISTICS

NET PROFIT (LOSS) BEFORE/AFTER TAX 2001 - 2012



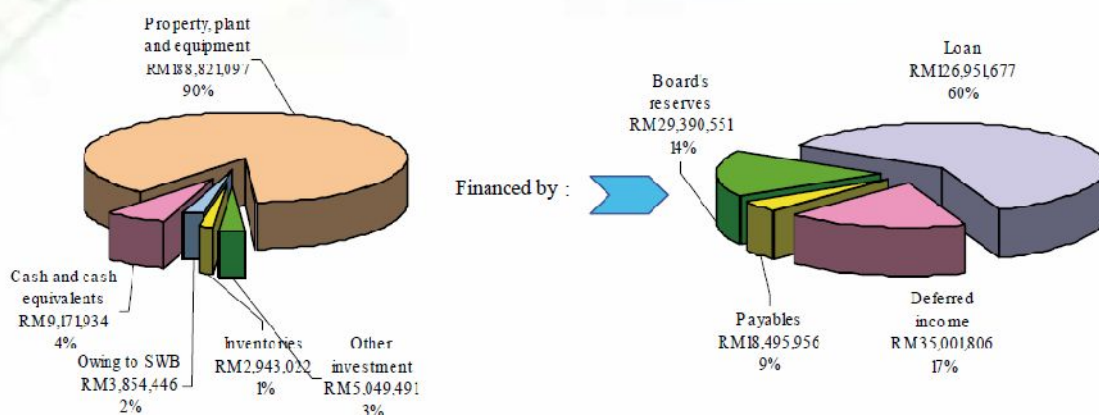
WATER SALES (2002 - 2012)





FINANCIAL STATISTICS

Board's Financial Position as at 31 December 2012



2008

2009

2010

2011

2012

BASIC STATISTIC

Revenue from water sales (RM'000)	21,021	21,402	22,424	23,138	24,822
Total revenue (RM'000)	26,297	26,950	27,541	28,549	30,188
Total expenditure (RM'000)	27,802	28,360	30,899	32,048	35,624
Net Loss before taxation (RM'000)	(1,505)	(1,410)	(3,358)	(3,499)	(5,436)
Net Loss after taxation (RM'000)	(1,505)	(1,418)	(3,360)	(3,501)	(5,437)
Average cost of water (Sen per '000 Litres)	93	92	98	98	105
Total assets (RM'000)	207,139	209,614	212,444	206,109	209,840
Long term loan (RM'000)	101,422	109,380	113,501	121,509	119,112
Equity/Reserves (RM'000)	43,107	41,689	38,329	34,827	29,391

PERFORMANCE RATIO

Net Revenue Ratio (before tax)	-5.72%	-5.23%	-12.19%	-12.26%	-18.01%
Current Ratio	1.09	1.13	1.07	1.58	0.61
Return on Total Assets	-0.73%	-0.67%	-1.58%	-1.70%	-2.59%
Long Term Debt/ Equity	2.35	2.62	2.96	3.49	4.05



FINANCIAL STATISTICS

Financial Highlights

	2012	2011	Change
	(RM'000)	(RM'000)	
Revenue & Expenditure			
Income from Water Sales	24,822	23,138	7.28%
Other Income	5,366	5,411	-0.83%
Total Income	30,188	28,549	5.74%
Total Expenditure	35,624	32,048	11.16%
Net Loss before taxation	(5,436)	(3,499)	55.36%
Taxation	1	2	-50.00%
Net Loss taxation	(5,437)	(3,501)	55.30%

	2012		2011		Change
	(RM'000)	%	(RM'000)	%	
Total Expenditure					
Cost of Production	13,916	39.07	13,084	41.35	+6.36%
Distribution and Selling	12,678	35.59	12,020	37.77	+5.47%
Administration	8,962	25.16	6,869	20.66	+30.47%
Others	68	0.19	74	0.23	-8.11%
	35,624	100.00	32,047	100.00	+11.16%

	2012		2011		Change
	(RM'000)	%	(RM'000)	%	
Capital Expenditure					
Headworks	1,597	7.61	764	36.47	+109.03%
Booster station	2,196	10.47	500	2.38	+100.00%
Mains	13,298	63.40	2,764	16.36	+381.11%
GIS & its related application software	1,293	6.16	549	7.99	+135.52%
Meters	963	4.59	1,606	7.33	-40.04%
Communication Pipes	784	3.74	718	10.41	+9.19%
Mechanical Plant and Vehicles	279	1.33	-	0.00	N/A
Workshop, Field & Treatment Plant Equipment	305	1.45	472	13.36	-35.38%
Store & Office Equipment	184	0.88	381	7.56	-51.71%
Land & Buildings	77	0.37	726	0.51	-89.39%
	20,976	100.00	8,480	100.00	+147.36%

	2012	2011	Change
	(RM'000)	(RM'000)	
Assets & Liabilities			
Total Assets at the End of the Year	209,840	206,109	1.81%
Total Liabilities at the End of the Year	180,449	171,282	5.35%
Total Net Assets	29,391	34,827	-15.61%



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 2012 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

On behalf of the Board

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

TITLE: **CHAIRMAN**

DATE: **28 MAR 2013**

PLACE: **SIBU**

NAME: **NICHOLAS SIA**

TITLE: **MEMBER**

DATE: **28 MAR 2013**

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)

02 APR 2013



.....
GENERAL MANAGER
SIBU WATER BOARD
SIBU

Before me,

SAUFI BIN ISNAWI

.....
COMMISSIONER FOR OATHS

Maikarah Serayen
Sibu Sarawak.

**FINANCIAL STATEMENTS****SIJIL KETUA AUDIT NEGARA
MENGENAI PENYATA KEWANGAN
LEMBAGA AIR SIBU
BAGI TAHUN BERAKHIR 31 DISEMBER 2012**

Penyata Kewangan Lembaga Air Sibu bagi tahun berakhir 31 Disember 2012 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 2012 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: 16 JUL 2013





FINANCIAL STATEMENTS

SIBU WATER BOARD BALANCE SHEET AS AT 31 DECEMBER, 2012

	Note	2012 RM	2011 RM
NON CURRENT ASSETS			
Property, plant and equipment	5	188,821,097	181,146,896
Other investment	6	5,049,491	5,049,491
		<u>193,870,588</u>	<u>186,196,387</u>
CURRENT ASSETS			
Inventories	7	2,943,022	2,816,568
Trade receivables	8	2,909,571	3,176,780
Other receivables	9	909,393	948,171
Tax refundable	10	35,482	148,561
Fixed deposits	11	6,478,635	9,807,906
Cash in hand and at bank		2,693,299	3,014,872
		<u>15,969,402</u>	<u>19,912,858</u>
CURRENT LIABILITIES			
Term loans	12	7,839,760	4,397,114
Trade payables	13	9,585,590	635,054
Other payables	14	8,580,652	7,586,689
		<u>26,006,002</u>	<u>12,618,857</u>
NET CURRENT (LIABILITY)/ASSET		<u>(10,036,600)</u>	<u>7,294,001</u>
		<u>183,833,988</u>	<u>193,490,388</u>
FINANCED BY:			
RESERVES			
Vested assets reserve	16	813,534	813,534
General reserve		28,577,017	34,013,804
		<u>29,390,551</u>	<u>34,827,338</u>
NON-CURRENT LIABILITIES			
Long term loans	12	119,111,917	121,509,030
Provision for employees' benefit	15	329,714	256,779
Deferred income	17	35,001,806	36,897,241
		<u>154,443,437</u>	<u>158,663,050</u>
		<u>183,833,988</u>	<u>193,490,388</u>



FINANCIAL STATEMENTS

SIBU WATER BOARD INCOME STATEMENT FOR THE PERIOD ENDED 31 DECEMBER, 2012

	Note	2012 RM	2011 RM
Revenue	18	24,822,303	23,138,362
Cost of production	19	<u>(13,916,291)</u> 10,906,012	<u>(13,084,229)</u> 10,054,133
Other operating income	20	5,365,805	5,410,513
Distribution and selling expenses	21	(12,677,672)	(12,019,874)
Administration expenses	22	(8,962,194)	(6,869,195)
Other operating expenses	23	<u>(67,559)</u>	<u>(74,480)</u>
Loss before taxation		(5,435,608)	(3,498,903)
Deduct: Income tax expense	24	<u>(1,179)</u>	<u>(2,586)</u>
Net loss for the year		<u>(5,436,787)</u>	<u>(3,501,489)</u>

The accompany notes form an integral of this income statement



FINANCIAL STATEMENTS

**SIBU WATER BOARD
STATEMENT OF CHANGES IN EQUITY
FOR THE PERIOD ENDED 31 DECEMBER, 2012**

	Vested Assets Reserve RM	General Reserve RM	Total RM
Balance as at 31 December 2010	813,534	37,515,293	38,328,827
Net loss for the year	<u>-</u>	<u>(3,501,489)</u>	<u>(3,501,489)</u>
Balance as at 31 December 2011	813,534	34,013,804	34,827,338
Net loss for the year	<u>-</u>	<u>(5,436,787)</u>	<u>(5,436,787)</u>
Balance as at 31 December 2012	<u>813,534</u>	<u>28,577,017</u>	<u>29,390,551</u>

The accompany notes form an integral part of this statement of changes in equity.



FINANCIAL STATEMENTS

SIBU WATER BOARD CASH FLOW STATEMENT FOR THE PERIOD ENDED 31 DECEMBER, 2012

	2012 RM	2011 RM
CASH FLOW FROM OPERATING ACTIVITIES		
Loss before taxation	(5,435,608)	(3,498,903)
Adjustments for:		
Depreciation of property, plant and equipment	11,885,945	11,648,974
Amortisation of capital contributions	(3,725,278)	(3,767,421)
Bad debts written off	-	7,141
Gains on disposal of property, plant and equipment	(194,023)	(104,758)
Interest income	(351,956)	(345,288)
Dividend income	(81,589)	(82,997)
Provision for employees' benefit	72,935	46,343
	<u>7,606,034</u>	<u>7,401,996</u>
Operating gain before working capital changes	2,170,426	3,903,093
Increase in inventories	(126,454)	(76,692)
Decrease in trade receivables	267,209	6,236
Decrease in other receivables	34,526	89,671
Increase/(Decrease) in trade payables	1,324,887	(1,225,819)
Increase/(Decrease) in other payables	2,959,950	(1,743,080)
	<u>4,460,118</u>	<u>(2,949,684)</u>
Cash generated from operating activities	6,630,544	953,409
Less: Provision for employees' benefits paid	-	(1,413)
Add: Tax Refundable	113,079	-
Net cash generated from operating activities	6,743,623	951,996
CASH FLOW FROM INVESTING ACTIVITIES		
Dividend received	80,410	80,411
Grants and capital contributions received	1,844,961	1,670,606
Disbursement of employee loans	(168,300)	(122,800)
Loan repayment received from employees	153,898	169,970
Proceeds from disposal of fixed assets	195,837	117,039
Purchase of property, plant & equipment	(13,902,298)	(10,935,166)
Interest received	355,492	349,402
Net cash used in investing activities	(11,440,000)	(8,670,538)
CASH FLOW FROM FINANCING ACTIVITIES		
Proceeds from term loan	2,000,000	12,404,739
Repayment of term loan	(954,467)	(7,814,761)
Net cash generated from financing activities	1,045,533	4,589,978
Net decrease in cash and cash equivalents	(3,650,844)	(3,128,564)
Cash and cash equivalents brought forward	12,822,778	15,951,342
Cash and cash equivalents carried forward	9,171,934	12,822,778
Cash and cash equivalents consists of:		
Cash at bank and in hand	2,693,299	3,014,872
Fixed deposits	6,478,635	9,807,906
	<u>9,171,934</u>	<u>12,822,778</u>

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The accompanying notes form an integral part of this statement cash flow statement.



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 28th March 2013.

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	3%
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.

4.5 Research and development study

Expenditure on research activities, undertaken with the prospect of gaining new scientific or technical knowledge and understanding, is recognized in the income statement as an expense as incurred. Expenditure on development activities, whereby the application research findings are applied to a plan or design for the production of new or substantially improved products and processes, is capitalized only if development costs can be measured reliably, the product or process is technically feasible, future economic benefits are probable and the Board has sufficient resources to complete the development and to use the asset. Capitalised development costs are recognized as intangible assets and amortised from the point at which the asset is ready for use on a straight-line basis over its useful life.



FINANCIAL STATEMENTS

4. SIGNIFICANT ACCOUNTING POLICIES (CONT'D)

4.6 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.

4.7 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.

4.8 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 functional and the date of capitalisation shall be the date of handing over to the Sibu Water Board.

4.9 Cash and cash equivalents

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

4.10 Receivables

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

4.11 Payables

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

4.12 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.

4.13 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.

4.14 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

2012							
	Land RM	Buildings, Furniture & Fittings RM	Headworks, Booster Stations & Mains RM	Meters & Pipes RM	Plant, Machinery & Equipment RM	Work in Progress RM	Total RM
Cost							
As at 1st January	5,490,341	9,883,812	272,300,342	22,115,128	28,401,981	3,798,972	341,990,576
Additions	1,025	79,678	15,483,361	2,239,925	2,055,439	-	19,859,428
Transfer	545,483	-	(12,312,884)	-	133,604	14,920,054	3,287,156
Disposal/Expense Off	-	-	-	-	(703,255)	(3,583,579)	(4,286,834)
As at 31st December	6,036,848	9,963,490	275,470,819	24,355,053	29,887,769	15,136,347	360,850,326
Accumulated depreciation							
As at 1st January	1,669,491	6,048,958	122,767,094	12,502,891	17,855,253	-	160,843,686
Additions	101,477	369,432	8,102,416	1,141,664	2,170,956	-	11,885,945
Disposal	-	-	-	-	(700,396)	-	(700,396)
As at 31st December	1,770,968	6,418,390	130,869,510	13,644,555	19,325,813	-	172,029,226
Net book value							
As at 31st December	4,265,880	3,545,102	144,601,309	10,710,498	10,561,956	15,136,347	188,821,097
2011							
	Land RM	Buildings, Furniture & Fittings RM	Headworks, Booster Stations & Mains RM	Meters & Pipes RM	Plant, Machinery & Equipment RM	Work in Progress RM	Total RM
Cost							
As at 1st January	5,490,341	9,841,909	270,448,976	19,791,154	26,927,663	1,375,682	333,867,665
Additions	545,483	193,663	4,028,340	2,323,974	1,389,162	3,755,339	12,215,961
Disposal	(545,483)	(151,760)	(2,168,974)	-	482,926	(1,312,049)	(3,735,240)
Transfer	-	-	-	-	(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	16,126,856	-	149,540,135
Additions	92,369	369,037	8,106,946	1,806,806	2,073,795	-	11,648,953
Disposal	-	-	-	-	(345,428)	-	(345,428)
As at 31st December	1,669,491	6,048,931	122,767,094	12,302,891	17,855,253	-	160,843,686
Net book value							
As at 31st December	3,820,850	3,834,881	149,533,248	9,812,237	10,546,728	3,798,972	181,146,890



FINANCIAL STATEMENTS

	2012 RM	2011 RM
6. OTHER INVESTMENT		
Shares in Amanah Saham Sarawak – at cost (Market value: RM5,360,707.40)	5,049,491	5,049,491
7. INVENTORIES		
Pipes & fittings	2,809,085	2,725,761
Chemicals	133,937	90,807
	<u>2,943,022</u>	<u>2,816,568</u>
8. TRADE RECEIVABLES		
Water sales debtors	2,909,571	3,176,780
9. OTHERS RECEIVABLES		
Sundry debtors-service done	98,335	98,315
Sundry debtors-pipe sold	509	-
Sundry debtors-installments	96,079	111,197
Installment Settlement	333	66
Sundry debtors-adv. for ferry charges	300	300
Sundry debtors-gas cylinder deposit	120	120
Sundry debtors-Staff (general)	1,156	731
Sundry debtors - POS Malaysia Bhd	48,064	216,637
Sundry debtors- Bank Simpanan Nasional	80,019	6,504
Interest receivable	32,556	36,092
Prepayment	87,464	71,923
Sundry debtors- miscellaneous	11,333	12,446
Sundry debtors- SiliconNet Technology	10,827	10,256
Special advances to employee	386,857	372,456
Debtors clearing account	45,169	6,622
CIMB Bank – Credit card payment	1,818	4,133
Deposit Claim	2,454	369
	<u>909,393</u>	<u>948,171</u>
10. TAX REFUNDABLE		
Tax refundable represents the tax overpayment to Inland Revenue Board.		
11. FIXED DEPOSITS		
With Government approved financial institutions	6,478,635	9,807,906



FINANCIAL STATEMENTS

12. TERM LOANS	2012 RM	2011 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	7,588,235
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	1,575,000
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	2,347,240	2,542,844
12.4 Sarawak Government Loan (Unsecured Interest-free RM5.30 million) - to part finance the Upgrading Of Pipelines Along Lanang Road. - repayable in 17 annuities commencing in 2004	2,352,941	2,647,059
12.5 Sarawak Government Loan (Unsecured Interest-free RM9.00 million) - to part finance Sibu New Township Water Supply Project. - repayable in 26 annuities commencing in 2005	1,644,585	1,781,634
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	6,000,000
12.7 Sarawak Government Loan (Unsecured Interest-free RM20.00 million) - to part finance "Projek Pembinaan Loji Salin 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	3,212,271	3,413,038
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	2,030,879	2,157,808
12.10 Sarawak Government Loan (Unsecured Interest-free RM62.58 million) - to part finance "Pembinaan Loji Salin 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 Salin Fasa II, Negeri Sarawak"	1,704,739	1,704,739
12.13 Sarawak Government Loan (Unsecured Interest-free RM1.5 million) - to part finance "Masterplan Study, Negeri Sarawak"	1,500,000	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"	11,200,000	9,200,000
	<hr/> 126,951,677	<hr/> 125,906,144
Repayment due within 12 months	(7,839,760)	(4,397,114)
	<hr/> 119,111,917	<hr/> 121,509,030



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

	2012 RM	2011 RM
Sundry creditors & accrual	566,921	118,263
Staff claims account	25,920	9,501
Suspense - miscellaneous credits	250,161	237,786
Performance surety	415,614	333,630
Retention money	995,547	1,043,618
Unclaimed money	9,577	7,003
Collateral deposits from consumers	6,153,534	5,801,836
Collateral deposit suspense account	17,520	28,080
Rental Deposit	140,587	-
Cancelled cheque suspense account	687	2,447
CIMB (Bill collection)	4,644	2,525
	8,580,652	7,586,689

15. PROVISION FOR EMPLOYEE BENEFITS

	2012 RM	2011 RM
Balance as at 1 st January	256,779	211,847
Provision during the year	72,935	46,345
Utilization of provision during the year		(1,413)
Balance at 31 st December	329,714	256,779
At 31 st December		
Current	-	-
Non Current		
- Later than 1 year but not later than 2 years	24,350	-
- Later than 2 years but not later than 5 years	182,740	86,886
- Later than 5 years	122,624	169,893
	329,714	256,779



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:

	<u>Cost taken over at</u> <u>01.01.1959</u>	<u>Accumulated Depreciation</u> <u>to 31.12.1958</u>	<u>Net value taken over as</u> <u>at 01.01.1959</u>
	<u>RM</u>	<u>RM</u>	<u>RM</u>
Fixed Assets			
Headworks	225,495	118,501	106,994
Mains	857,314	362,743	494,571
Motors	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>
Current Assets			
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:

	2012 RM	2011 RM
Balance as at 1 st January	36,897,241	38,941,732
Additions during the year	1,829,843	1,722,930
Amortisation	(3,725,278)	(3,767,421)
Balance as at 31 st December	<u>35,001,806</u>	<u>36,897,241</u>

Capital contributions received from customers in 2012 amounted to RM1,329,843 (2011: RM1,080,144). RM500,000 grant was received from State Government towards the cost of Feasibility Study Tanjung Manis project (2011: Nil). No Grant received from Ministry of Health amounted in 2012 towards fluoridation program (2010: Nil). The capital contributions and grants amortised amounted to RM1,982,577 (2011:

RM1,983,391) and RM725,375 (2011: RM716,072) 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	2012 RM	2011 RM
Water sales	24,822,303	23,138,362
19. COST OF PRODUCTION	2012 RM	2011 RM
Salary	1,433,335	1,245,572
Electricity	3,484,725	3,236,750
Chemicals	2,052,299	1,922,671
Water Examination	138,245	132,546
Headwork maintenance	715,088	529,186
Pump maintenance	1,001,560	915,539
Miscellaneous	6,898	3,442
Royalty on raw water extracted	501,269	475,032
Depreciation	4,582,872	4,623,485
	<u>13,916,291</u>	<u>13,084,229</u>
20. OTHER OPERATING INCOME	2012 RM	2011 RM
Fee for service	204,762	136,282
Miscellaneous resources	292,525	455,447
Interest from investment	351,956	345,288
Meter rent	418,037	405,900
Capital contribution transfers	3,725,278	3,767,421
Inspection fee	98,680	112,420
Dividend	81,589	82,997
Proceed from disposal assets	192,978	104,758
	<u>5,365,805</u>	<u>5,416,513</u>
21. COST OF DISTRIBUTION AND SELLING	2012 RM	2011 RM
Distribution & Customer Service Salary	1,843,862	1,608,459
Repair and maintenance of pipelines	1,788,370	1,683,620
Maintenance of tanks & reservoirs	80,974	88,348
NRW management	288,659	226,454
Servicing of meter	90,133	71,936
Booster station	665,736	762,393
Booster station-M&E	53,079	5,056
Customer service	59,094	66,377
Vehicle running	130,279	133,883
Vehicle running-Salary	368,064	312,214
Reading & billing - Salary	579,369	487,142
Water Bills & records	34,097	31,302
Enforcement	13,746	13,267
Enforcement Salary	272,208	221,736
FIS Miscellaneous	1,450	90
Depreciation of property, plant and equipment	6,408,552	6,307,397
	<u>12,677,672</u>	<u>12,019,874</u>



FINANCIAL STATEMENTS

22. ADMINISTRATION EXPENSES

	2012 RM	2011 RM
Maintenance & repair (miscellaneous)	81,352	69,389
Maintenance of building structure	111,626	123,241
Maintenance of compound	117,810	96,400
Salary & wages	1,889,312	1,774,960
EPF	51,030	54,158
Pension contribution	788,449	639,890
Transport & traveling	490,079	463,414
Benefit, Incentive & Awards	18,850	28,299
Staff bonus	398,313	341,497
Provision for employees' benefits	72,935	46,343
Office expenses	72,250	66,574
Medical expenses	269,889	354,451
Printing & stationery	73,681	61,085
Electricity	82,043	89,338
Telephone	127,194	133,495
Postage	23,900	11,940
Advertising & publicity	29,947	19,807
Uniforms	50,321	24,174
Store operating	17,617	6,658
Rates & taxes	253,367	236,273
Insurance	140,027	133,975
Management fee- housing loan	203,538	226,053
E.D.P expenses	366,894	332,649
Commission for SIBB collection	127,548	111,332
Security service	569,971	427,782
Staff training	163,743	162,289
Staff social welfare & recreation	20,542	23,403
Entertainment	9,820	13,930
Contingencies	1,030	-
Traveling – Anggota sukarela 60 regimen	1,202	3,124
Sport activities	140	14,085
Quality management system maintenance	21,073	36,275
Depreciation	894,320	718,722
Board Members' Education Tour	7,508	-
Research & Development Study	1,410,651	-
	8,962,194	6,869,195

23. OTHER OPERATING EXPENSES

	2012 RM	2011 RM
Board Members' remuneration	44,360	44,140
Audit fee	23,199	23,199
Bad debts written off	-	7,141
	67,559	74,480



FINANCIAL STATEMENTS

24. INCOME TAX EXPENSE

	2012 RM	2011 RM
Tax expense for the year	1,179	2,586

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:-

	2012 RM	2011 RM
Loss before taxation	(5,435,608)	(3,498,903)
Taxation at Malaysian statutory tax rate of 25%	(1,358,902)	(874,373)
Depreciation on non-qualifying property, plant and equipment	296,315	279,322
Expenses relating to exempt income disregard	4,235,065	3,532,583
Non-deductible expenses	18,233	11,866
Income not subject to tax	(7,336,485)	(5,908,260)
Deferred tax assets not recognized during the year	4,146,953	3,961,448
	1,179	2,586

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:

- (a) income relating to the allocations given by the Federal and the State Government in the form of grants or subsidies, and
- (b) 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
- (c) any donations or contributions received.

25. DEFERRED TAXATION

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

	2012 RM	2011 RM
Temporary differences that may give rise to deferred tax liabilities:		
Accelerated capital allowances	81,868,752	78,978,857
	81,868,752	78,978,857
Temporary differences that may give rise to deferred tax assets:		
Unutilised capital allowance	142,949,152	129,683,909
Unutilised tax losses	35,440,166	29,432,368
Provisions	329,714	255,366
	178,719,032	159,371,643



FINANCIAL STATEMENTS

25. DEFERRED TAXATION (CONT'D)

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

	2012 RM	2011 RM
Capital expenditure not taken up in the account - approved and contracted for	4,280,208	7,081,658

27. STAFF

	2012	2011
Numbers of staff	184	182
Staff Cost	8,107,219	7,547,237



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

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		97%
	g. Manganese		99%
	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	99%
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	0.146
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	0.045
	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		88.0%
	a. Within 12 hours		98.6%
	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	0.27
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%	37%



OTHER INFORMATION

PERFORMANCE MEASURE	KEY PERFORMANCE INDICATORS	Formula	Average
CUSTOMER SERVICE			
Complaints Received	CS1/1: No. per 1000 accounts of complaints 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 service payments, billing errors and over-charging / under-chargings	(Total no. of complaints received in the period concerned / Total no. of accounts in the same period) x 1000	0.4
Complaint Response/Resolution	CS2/1: No. of complaints that are resolved	(No. of complaints that are resolved within the respective time from the the period concerned / Total no. of complaints concerned in the same period) x 100%	100.0%
	a. within 1 day		100.0%
	b. within 2 days		100.0%
	c. within 5 days		100.0%
New Service (NS) Connections & Disconnections	CS3/1: % of NS connections Installed after fee payment	No. of NS connections installed within the respective time frame/Total no. of NS Applications x 100%	36.4%
	within 2 day		88.0%
	within 4 days		100.0%
	within 7 days		100.0%
	CS3/2: % of requested disconnections done	No. of requested disconnections done within the respective time frame/Total no. of disconnections requested x 100%	70.8%
	a. within 1 day		90.0%
	b. within 2 days		100.0%
	c. within 5 days		100.0%
	CS3/3: % of requested reconnections done	No. of requested reconnections done within the respective time frame/Total no. of reconnections requested x 100%	87.6%
	a. within 1 day		93.1%
	b. within 2 days		100.0%
	c. within 5 days		100.0%
OPERATIONAL PERFORMANCE			
Meter Reader Efficiency	OP1/1: No. of accounts per meter reader	No. of accounts / No. of meter readers	4,237
	OP1/2: No. of accounts actually read/billed per meter reader	No. of accounts actually read/billed / No. of meter readers	4,237
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	327
	OP2/3: Water produced per employee (m ³)	Volume of water produced for period concerned / No. of employees	20,755
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	0.07
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	Volume of NRW for period concerned / Total volume delivered from the plant x 100 %	33.1%
	OP5/1: % of total volume produced		
	OP5/2: Volume (litres) per connection per day	Volume of NRW for period concerned/Total no. of connections x No. of days	600
	OP5/3: Volume (m ³) per km of mains per day	Volume of NRW for period concerned/Total no. of km of mains x No. of days	39
	OP5/4: Infr. structure leak index	ILI = CARI/CIARI	15



OTHER INFORMATION

STATISTICAL ANALYSIS OF TREATED WATER DATA YEAR 2012

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 (mg/l)	ppm	0.2-5.0	1.23	1.28
	pH		6.5-9.0	7.2	7.2
	Color	TCU	15	<5	<5
	Turbidity	NTU	5	<1.00	<1.00
Group 2	Total Dissolved Solids	ppm	1000	33	30
	Total Hardness	ppm	500	21	18
	Ammonia	ppm	1.5	<0.1	<0.1
	Nitrate Nitrogen	ppm	10	<0.5	<0.5
	Fluoride	ppm	0.4-0.6	0.57	0.67
	Cyanide	ppm	200	0	0
	Iron	ppm	0.3	0.15	0.03
	Manganese	ppm	0.1	0.07	0.04
Group 3	Aluminum	ppm	0.2	0.03	0.03
	Arsenic	ppm	0.01	<0.001	<0.001
	Mercury	ppm	0	<0.001	<0.001
	Cadmium	ppm	0	<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	0.004	0.00
	Zinc	ppm	5	0.023	0.002
	Magnesium	ppm	150	1.40	1.12
	Sodium	ppm	200	5	5
	Selenium	ppm	0.01	<0.001	<0.001
	Sulphate	ppm	250	<5	<5
	Chloroform	ppm	0.2	0.033	0.017
	Bromochloromethane	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	2	<0.02	<0.02
	Aldrin	ppb	0.03	<0.005	<0.005
	Dieldrin	ppb	0.03	<0.005	<0.005
	Endrin	ppb		<0.02	<0.02
	Methoxychlor	ppb	20	<0.02	<0.02
	Endrin Ald	ppb		<0.02	<0.02
	Mipha Chlor	ppb		<0.02	<0.02
	Gamma Chlo	ppb		<0.02	<0.02



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