

ASEAN IWRM PERFORMANCE REPORTS & MONITORING INDICATORS

Malaysia Summary Report (Water Supply Management)

IWRM Issue 1 - Water Supply Management (34 indicators)			
Indicator Types	Indicators	2023	2024
Outcome Indicators	1. Percentage of population having access to piped drinking water	97.1 %	97.1 %
	2. Percentage of water delivered to customer meeting WHO guidelines for drinking water quality	98.5%	97.07%
	3. Average hour of water supplied/day	24 hr/day	24 hr/day
	4. Per capita domestic water consumption	237 l/c/day	228 l/c/day
	5. Percentage of water supply metered	100%	100%
	6. Percentage of UFW/NRW	34.4%	34.6%
Enabling Environment (EE) Indicators	1. Any "Policy" on water supply management	Yes	Yes
	2. Any "Legislation/Regulations" on water supply distribution management	Yes	Yes
	3. Any "Legislation/Regulations" on water supply quality management	Yes	Yes
	4. Any "Legislation/Regulations" on water conservation management	Yes	Yes
	5. Any "Financial framework and Financing plans" for development of water supply	Yes	Yes
	6. Any "Operator business plan" (Annual Budget, Manpower resource plan, etc.)	Yes	Yes
Institutional Set-up (IS) Indicators	1. Any water supply planning and policy department	Yes	Yes
	2. Any water supply quality office, water testing lab, water sampling team	Yes	Yes
	3. Any water supply operation centre	Yes	Yes
	4. Any water conservation unit	Yes	Yes
	5. Any water meter management unit	Yes	Yes

	6. Any customer account/meter reading/billing unit	Yes	Yes
	7. Any water meter workshop	Yes	Yes
	8. Any water leak detection unit	Yes	Yes
	9. Any 24-hr water supply call centre	Yes	Yes
	10. Any water supply network maintenance unit	Yes	Yes
	11. Any water supply meter management unit	Yes	Yes
	12. Any water supply EMI unit (If EMI means Electrical, Mechanical and Instrumentation)	Yes	Yes
Management Tools (MT) Indicators	1. Any short and long term water demand projection and infrastructure development plan	Yes	Yes
	2. Any water safety plan – e.g. water sampling programme, water testing lab, real time monitoring of water quality at water treatment plants and service reservoirs	Yes	Yes
	3. Any water supply pressure monitoring system – e.g. pressure sensor/ monitoring in network, flow and level monitoring at service reservoirs, waterworks outputs	Yes	Yes
	4. Any water conservation plan – e.g. water saving measures, public education programme	Yes	Yes
	5. Any water supply meter installation plan – e.g. all new premises must be metered	Yes	Yes
	6. Any monitoring of water treatment plant output meters – e.g. all are metered and the meters are checked periodically	Yes	Yes
	7. Any water meter management system – e.g. comply with ISO/EU standard, error check system, meter replacement programme, meter repair and testing facilities	Yes	Yes
	8. Any water supply network record	Yes	Yes

	/mapping system, network asset management and pipeline replacement/ renewal programme		
	9. Any water supply leak detection programme	Yes	Yes
	10. Any 24-hour Call Centre and Operation Centre for feedback on leak and deployment of crew for repair	Yes	Yes