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SIBU WATER BOARD





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*

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
Kepakaian dan pengurusan
F G
Sistematik dan berwawasan

Chorus

C Am
Menjamin kemudahan untuk kita semua
F G
Berintegriti menggapai 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



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 2010.

FINANCIAL REVIEW

The Board's water sales had increased by 4.3%, from the previous year of RM21.40 million to RM22.42 million. The other operating revenue was recorded at RM5.12 million against the previous year of RM5.55 million. This higher other operating income in 2009 was due to an isolated gain on disposal of pipelines at Nibong Tada to the State.

The total operating expenditure including depreciation expense for the year increased by 9% or RM2.54 million, from RM28.36 million in 2009 to RM30.90 million in 2010. The surge in depreciation expense to RM11.44 million from the previous year of RM9.36 million was attributed to the completion of treatment plant expansion in meeting the increasing demand and the acquisition of software applications and Non-Revenue Water (NRW) instruments in facilitating faster response to restore supply interruption and reduction of NRW.

Owing to the high depreciation cost, net loss for the year went up to RM3.60 million after tax expense of RM1.318 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 RM121.3 million.

PRODUCTION AND CONSUMPTION

The Board produced a total of 38,654 megalitres (ML) of fully treated water in the year compared to 36,726 ML the previous year, an increase of 5.2%. The average daily production rose to 105.90ML from 100.62 ML the previous year, the maximum daily production recorded was 113.79 ML as against the minimum of 84.76ML.

With a 2.9% increase in active services from 54,590 in 2009 to 56,189 at the end of 2010, the consumption for the year increased to 27,532 from 25,257 ML the previous year, a rise of a 5%.

DEVELOPMENT AND IMPROVEMENT PROGRAMMES

Development

Following the completion and commissioning of 'Stage I - New Raw Water Intake' of Salim Water Treatment Plant Phase II in 2009, the Treatment Plant Expansion under the Stage II contract was also completed in 2010. The treatment capacity of Salim Treatment Plant was thus doubled to 150 MLD. The Review or Update of the First Master Plan Study done in 1997 had recommended for the decommissioning of Bukit Lima Treatment Plant (45 MLD) upon completion of Salim Treatment Plant Phase II. However, the study conducted by Cardno International, engaged by the State Government, in 2007, recommended to continue operating Bukit Lima Treatment Plant with improved protection and monitoring of the intake. Decision was made to adopt Cardno's recommendation by upgrading some of the facilities, and thus the total treatment capacity for Sibu now stands at 195 MLD, enough to cater for the demand of Sibu based on normal growth up to 2020.

None the less, the Board have engaged a Consultant to conduct the Second Master Plan Study, which will outline the development programme of the Board up to 2030.



Non Revenue Water (NRW)

Works on Non Revenue Water continued. Apart from the installation of data loggers, electromagnetic flow meters and pressure reducing valves, the renewal of meters was intensified to reduce commercial losses as a result of under-registration of water consumption due to aging of meters.

Considerable efforts had been placed on training the staff to develop skills and competence in data enhancement and running of the Geographical Information System (GIS) & Total Assets Management system, following their practical completion during the year. Successful implementation of these application systems would facilitate in management of infrastructure assets to effectively control NRW and achieve better operational efficiency.

ICT

Another milestone in the journey to electronic government was achieved with the successful conversion of Customer Information Billing Receipting System (CIBRS) to web-based in 2010. The installation of Helpdesk system and SMS gateway system was carried out at the beginning of 2011. The awareness programme and the call to register handphone number and email address is still on-going to enable a more effective electronic communication network for routing of complaints or feedbacks, sending of messages and reminders.

OTHERS

In line with the state civil service's mission for high performance, the Board had successfully carried out the improvement to a Key Focus Activity (KFA), i.e. "To Restore Road Surface Within 2 Days After Excavation Works".

The Ministry of Public Utilities is also coordinating with all the Water Supply Authorities on the services provided to the consumers. As there are 4 independent Agencies in the State, they have been working on the standardization of common procedures and adoption of best practices. Emphasis is put on ensuring safe and reliable water supply, and enhancing Customer Service, including simplification of application processes.

OUTLOOK

In the light of deficit budget and net loss sustained for the past nine (9) consecutive years, the call for cost review still persists. While the Board is blessed with the approval of 27 projects for Rural Water Supply under the NKRA programme and 1st Rolling Plan of UMP, which greatly relieved the Board's development expenditure, the need to secure funding for other development projects, especially for system upgrading, still remains.

The journey of ICT would continue with the development of online applications and embracing other modern technology.

Improvement works on Key Focus Activities (KFAs) would continue for enhancement of operational effectiveness and efficiency and customer satisfaction.

APPRECIATION

I wish to express my utmost appreciation to my fellow members on their good advice, guidance and support towards positive progress and development of the Board.

On behalf of the Board, I also wish to thank the Management and staff for their cooperation, dedication, loyalty, resilience and unfailing efforts towards the remarkable progress and success of the Board.

Last but not the least, I would like to place on record my sincere thanks and utmost 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. UBAIDULLAH

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/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 2010



Tuan Haji Ubaidillah Bin Haji Abdul Latip



Encik Nicholas Sia



Encik Danten
Ak Rangu



Encik Sim Kok Kee



Dr. Muhamad Rais
Abdullah @ Krishnan
A/L Kalimuthu



Encik Sayun
Ak Ambing



Encik Wong
Nang Yong



Encik Awg. Jalaili
Bin Awg. Ali Bohan



Puan Ngui Ing Ing



Encik Kong Tze Ling



Encik Ngu Huk Kiong



CORPORATE INFORMATION

Members of the Board

Chairman

Permanent Secretary, Ministry of Public Utilities
Tuan Hj. Uthaidillah B. Hj. Abdul Latip
(With effect from 01.04.2005)

Members

State Financial Secretary or his nominee
Director of Procurement, State Financial Secretary's Office
Enrik Nicholas Sia
(With effect from 21.05.2009)

Assistant Director of Public Works & Water Supply
Enrik Damien Ak Rangu
(With effect from 02.03.2009)

Resident, Sibu Division
Enrik Sim Kok Kee
(With effect from 01.05.2009)

Divisional Medical Officer
Dr. Muhamad Kais Abdullah
(Krisnan A/L Kalumuthu
(With effect from 12.10.2009)

Enrik Wong Neng Yong
(With effect from 01.04.2007)

Enrik Awg Julaihi b. Awg Ali Eohan
(With effect from 01.04.2007)

Enrik Sayun Ak Anthing
(With effect from 01.04.2007)

Puan Ngai Ing Ing
(With effect from 01.04.2007)

Enrik Ngu Huk Kiong
(With effect from 01.04.2009)

Enrik Kong Tze Lung
(With effect from 01.04.2009)

Secretary

Puan Ting Ley King
(With effect from 01.07.2005)

Management

General Manager (Chief Executive Officer)
Ir. Daniel Wang Pak Ing

Deputy General Manager
Ir. Alice Iawan Empaling

Secretary / Accountant
Cik Grace Hui Hui Hing
(Seconded to SFS (01.07.2005 to 20.07.2009),
State Treasury (21.07.2009 to 10.04.2010) &
Internal Audit, IKM (w.e.f. 11.04.2010))

Puan Ting Ley King (Acting w.e.f. 01.07.2005)

Head, Distribution & Customer Service
Civil Engineer
Enrik Lau Pau Yin
(Covering from 27.04.2007 to 31.03.2010)

Enrik Siow Kok Kiong
(With effect from 01.04.2010)

Head, Finance & Information System
Accountant
Puan Ting Ley King

Head, Capital Works Planning
Civil Engineer
Enrik Lau Pau Yin

Head, Production and Mechanical & Electrical
Electrical Engineer
Enrik Lau Siow Wei

Head, Human Resource & Administration
Administration Officer
Enrik Dawn Azen (Retired on 01.03.2011)
Cik Elizabeth Ak Raymond (With effect from 01.03.2011)

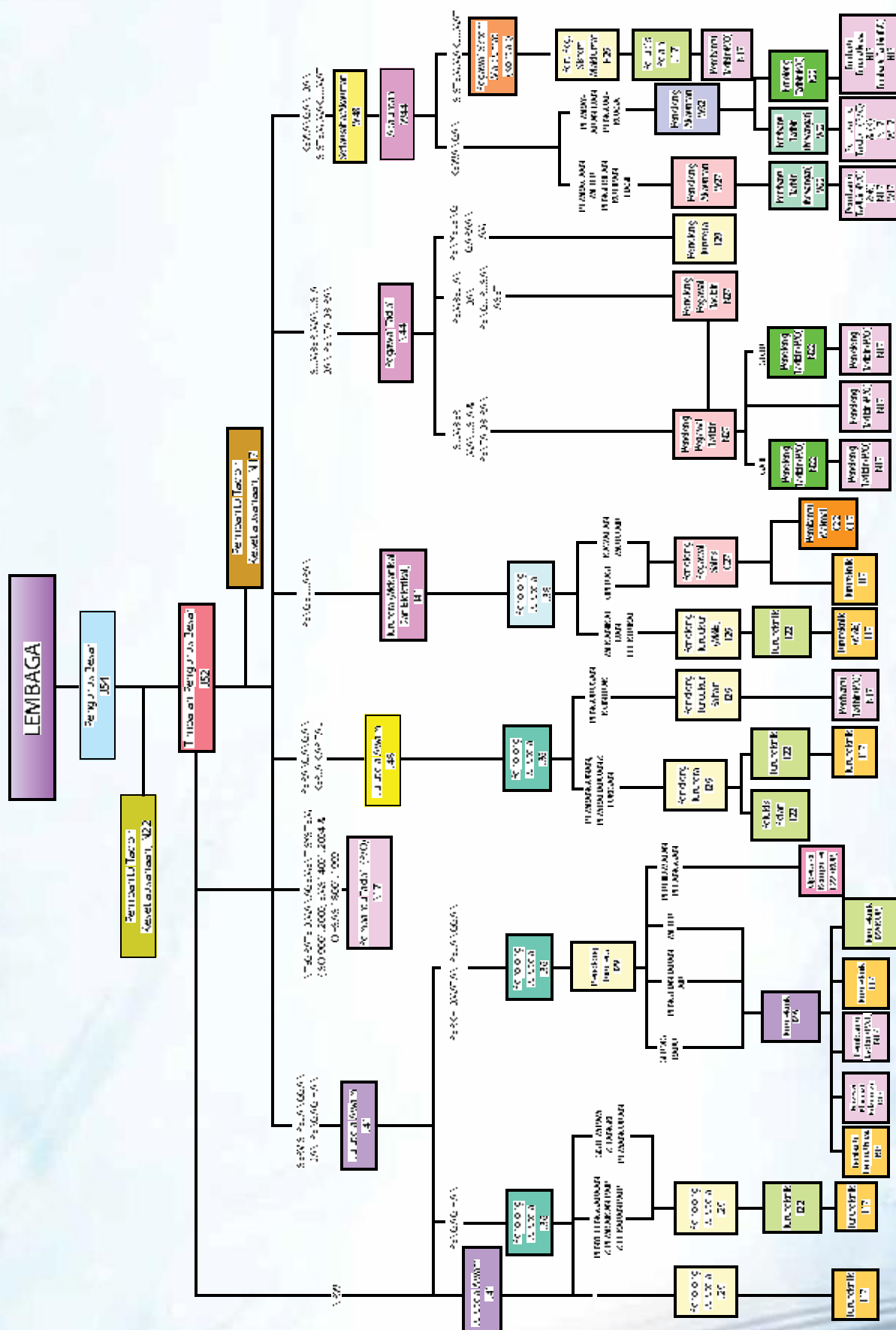
Bankers FHB Bank Berhad
CIMB Bank Berhad

Auditor Auditor - General Malaysia

Principal Sibu Water Board
Office Kilometer 5, Salim Road
96000 Sibu, Sarawak
Telephone 034 - 211001 (General)
034 - 218312 (Bill Enquiry)
034 - 218311 (Hotline)
Facsimile 034 - 211545
034 - 211894
Email enrik@swb.gov.my
pengurus@swb.gov.my



CARTA ORGANISASI 2010





CORPORATE PROGRESS

DEVELOPMENT

PLANS

The major development of the Board under the 9th Malaysia Plan included implementation of the following projects:

(i) Expansion of Salim Treatment Plant

- A new raw water intake (completed on 27.10.2009)
- A 75 MLD treatment plant (completed on 07.09.2010)

(ii) Renewal of pipelines in Various Parts of Sibn Town (on-going project)

DEVELOPMENT PROGRESS

2010 marks the final year of 9th Malaysia Plan. The Board spent RM9.1million on development projects during the year. RM3.5million (38.5%) was spent on Salim Treatment Plant Phase II, another RM3.5 million (38.5%) was spent on NRW program which included the renewal of pipelines, renewal of meters, acquisition of NRW instrument and Total Asset Management, Geographical Information System & Network Modeling Related Works, RM1.5 million (16.5%) was spent on the normal extension of pipelines and RM0.5 million (5.5%) was spent on the system improvement for both Bukit Lima and Salim Treatment Plants.

The Board saw the completion and commissioning of Salim Treatment Plant Phase II, three (3) pipeline renewal projects, Data Loggers with Electromagnetic Flow Meter, Pressure Reducing Valves for NRW monitoring and the Upgrading of Treated Water Pumping Station at Bukit Lima Treatment Plant, and the practical completion of Total Asset Management, Geographical Information System (GIS) & Network Modeling Related Works, during the year. Two development projects namely The Delivery and Laying of D.I Mains, Valves & Fittings Cum Ancillary Works Along Jln Tun Haji Openg Lorong 4, Sibn and Upgrading of Bukit Lima Water Treatment Plant Stage 2 – On Site Electro-chlorination System, Sludge Treatment System & etc. were still under implementation at the end of the year.

A summary of the development projects for the year is shown below:

1. Contract No. SWB/CT/01/2007

The Construction, Completion & Commissioning of the Proposed Salim Treatment Plant Phase II Stage 2, Sibn Division

Contract Sum:	RM37,499,000.00
Revised Contract Sum:	RM40,102,192.97
Contractor:	Laras Jaya Construction Sdn Bhd/ Mahkota Technologies Sdn Bhd Joint Venture
Consultant:	Jurutera Jasa (Swk) Sdn Bhd
Date of Commencement	01.02.2007
Date of practical Completion :	07.09.2010
Expiry Date of Defects Liability Period	06.09.2011





2 Contract No. SWB/CT/17/2008

Total Asset Management, Geographical Information System (GIS) And Network Modeling Related Works For Sibu Water Board

Contract Sum:	RM2,962,905.00
Revised Contract Sum:	RM2,998,202.80
Contractor:	Perunding SL
Date of Commencement:	05.01.2009
Date of 1st Sectional Completion:	31.07.2010
Date of Practical Completion:	30.09.2010
Expiry Date of Warranty Period:	29.09.2012



3 Contract No. SWB/CT/13/2009

Upgrading of Bukit Lima Water Treatment Plant Stage 1 – Upgrading of Treated Water Pumping Station

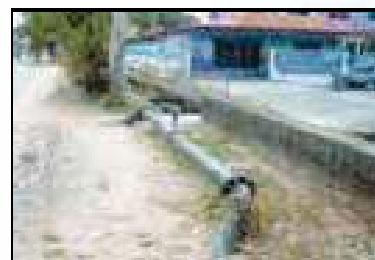
Contract Sum:	RM2,450,000.00
Revised Contract Sum:	RM2,350,000.00
Contractor:	Kurnia Setegas Sdn. Bhd.
Date of Commencement:	30.09.2009
Date of Practical Completion:	30.10.2010
Expiry Date of Warranty Period:	29.10.2011



4 Contract No. SWB/CT/16/2009

The Delivery & Laying of D.I. Mains, Valves & Fittings Cum Ancillary Works Along Jalan Ipoh, Jalan Ruby Lorong Ruby 1, Lorong Bunga Dahlia, Lorong Oya Utara 6, Sibu (NRW- Mains Renewal 2009)

Contract Sum:	RM352,755.00
Contractor:	Kia Hup Sdn. Bhd.
Date of Commencement:	11.11.2009
Date of Practical Completion:	28.05.2010
Expiry Date of Defects Liability Period:	27.05.2011



5 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
Contractor:	Solidium (Sarawak) Sdn. Bhd.
Revised Contract Period:	14.12.2009 – 31.03.2011
Physical Work Done at 31.12.2010:	78%
Scheduled progress up to 31.12.2010:	88%





6 Contract No. SWB/CT/04/2010

The Delivery, Laying and Commissioning of 750mm MSC/L Mains, Valves & Fittings including Construction of R.C. Culvert Cum Ancillary Works at Jalan Aman/Jalan Wong King Huo Junction, Sibu (NRW)

Contract Sum: RM448,549.60
 Contractor: Alica Construction
 Date of Commencement: 22.02.2010
 Date of Practical Completion: 18.07.2010
 Expiry Date of Defects Liability Period: 17.07.2011



7 Contract No. SWB/CT/14/2010

The Supply, Delivery & Commissioning of GSM/SMS/Wireless Data Logger, Battery Operated Electromagnetic Flowmeter, Pilot Operated Pressure Reducing Valves (Full Bore) & The Associated Accessories for Sibu Water Board (NRW)

Contract Sum: RM445,000.00
 Contractor: Premier Amalgamated Sdn. Bhd
 Date of Commencement: 28.07.2010
 Date of Practical Completion: 30.11.2010
 Expiry Date of Warranty Period: 29.11.2012



8 Contract 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, Sibu (NRW – Mains Renewal 2010)

Contract Sum: RM43,993.10
 Revised Contract Sum: RM43,203.10
 Contractor: Syarikat Cahaya Mantiis
 Revised Contract Period: 20.09.2010 – 21.01.2011

Physical Work Done up to 31.12.2010: 73.63%
 Scheduled progress up to 31.12.2010: 80%



9 Contract No. SWB/WO/15/2010

The Delivery & Laying of D.I. Mains, Valves & Fittings Cum Ancillary Works Along Jalan Sena/Camar, Sibu (NRW – Mains Renewal 2010)

Contract Sum: RM44,219.00
 Revised Contract Sum: RM41,288.60
 Contractor: Syarikat Cahaya Mantiis
 Date of Commencement: 20.09.2010
 Date of Practical Completion: 29.12.2010
 Expiry Date of Defects Liability Period: 28.12.2011





CORPORATE PROGRESS

DEVELOPMENT WORK

MAINS EXTENSION

For the year 2010, 19.7 km of water mains were laid and the total length of water mains in the distribution system stands at 1056 km. The size of pipes in the distribution system ranges from 50 mm to 750 mm diameter. In addition, 6.2 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 2006 To 2010

Pipe Sizes In Millimeters	Yearly New Extension (Length In Meters)				
	2006	2007	2008	2009	2010
50	441	-	2,609	-	-
63	-	3,413	-	5,228	1,598
110	-	-	-	251	-
150	20,796	16,265	1,061	15,376	9,149
160	2,519	294	630	1,860	2,600
200	204	20	69	481	283
225	-	-	-	453	2,600
250	-	535	866	710	790
300	-	-	705	1,167	-
315	-	-	3,712	-	-
355	-	-	-	122	-
600	-	-	-	-	2,550
750	-	-	-	-	75
90	-	-	-	-	25
TOTAL	23,960	20,527	9,652	25,648	19,670

Length Of Pipes Renewed During The Years 2006 To 2010

Pipe Sizes In Millimeters	Yearly Renewal (Length In Meters)				
	2006	2007	2008	2009	2010
50	-	-	-	-	-
63	1,000	6,805	67	309	515
100	-	-	100	9	-
150	5,017	13,579	99	352	1360
160	48	-	237	570	1627
225	-	-	1,200	825	1006
250	-	7,260	18	60	-
300	120	306	306	24	70
315	-	-	24	-	-
375	-	-	24	-	-
400	-	-	400	72	-
600	-	-	-	-	1365
750	-	-	-	-	254
TOTAL	6,205	27,950	2,169	2,221	6,197



CORPORATE PROGRESS

PRODUCTION

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

The Board produced a total of 38,554 ML fully treated water in the year 2010 or an average of 105.90 ML per day, an increase of 5.25% over that of 2009. During the year, the Board recorded a maximum daily production of 113.79 ML and a minimum daily production of 84.76 ML.

QUALITY CONTROL

The execution of the Board's stringent water surveillance program augmented by the National Drinking Water Quality Program ensured that safe and wholesome drinking water supply was maintained throughout the year of 2010.

During the year, 30,880 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, 26,893 samples were analyzed physico-chemically while the remaining 3,987 samples were examined bacteriologically.

29,391 samples or 95.2% of the total samples were analyzed at the Board's Water Quality Control Laboratory while the other 1,486 samples or 4.8% were sent to 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	6,340	24	0	100
Water Treatment Processes	12,180	0	516	0
Treatment Plant Outlets	6,340	24	516	100
High Level Tanks & Reservoirs	1,050	84	1,050	350
Distribution System	700	156	700	650
	26,610	288	2,782	1,200

19% of the raw water samples sent to Chemistry Department were found to contain Total Coliform exceeding 5000 MPN/100 ml which is the maximum acceptable level for conventional water treatment. For treated water samples, 3% of the samples were detected with Total Coliform. However, the Board's samples taken before and after notification by Chemistry Department confirmed otherwise, and it was suspected that the samples sent to Chemistry Department were contaminated during sampling or handling. There were no violation for E.Coli and Residual Chlorine.

As for residual Fluoride, the requirement of 0.40-0.60 ppm at 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 were done manually. In 2010, the Board achieved 50% for fluoride level conformance where 20.3% and 29.2% were a result of the non-conformance in fluoride level of <0.40ppm and >0.60ppm respectively. (According to the modified MIA Indicators of Bahagian Parkhidmatan 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 currently 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, Sibu Jaya and Mile 13. The number 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 2010

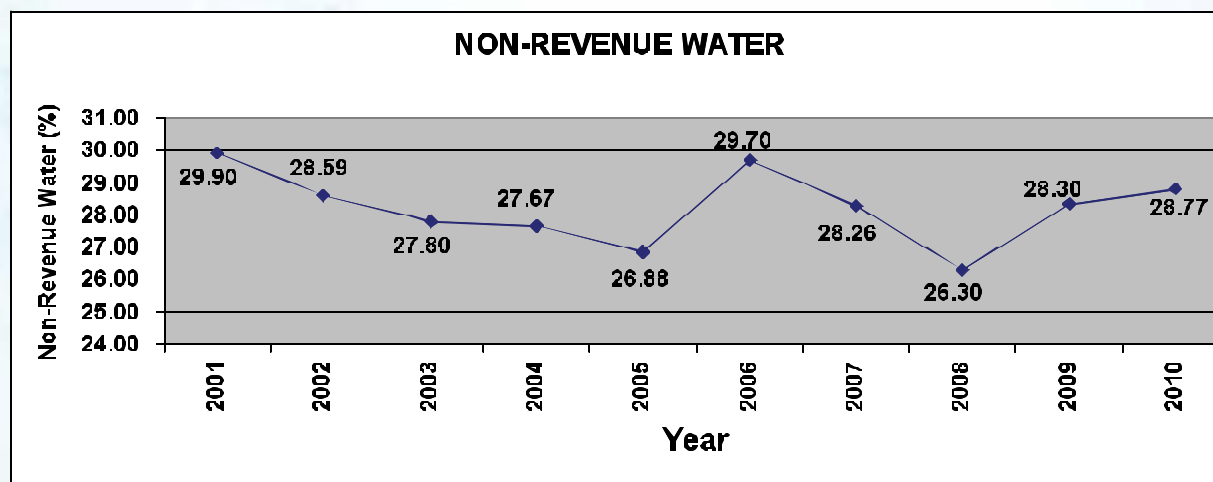
Particulars	Repaired	Renewed/Replaced
Watermains	650 nos.	6,197 meters
Communication Pipes	1,422 nos.	729 nos.
Pipe Appurtenances	133 nos.	95 nos.
Meters	571 nos.	10,962 nos.

The Flushing Unit had carried out 2,526 number of flushing during the year throughout the distribution system to ensure clean water was supplied to the customers

NON-REVENUE WATER

In 2010, 441 leaks from pipes and services and 39 numbers of water theft had been detected and addressed.

The Board's Non-Revenue Water (NRW) level for the year was 28.8% (which accounts for 11,114 megalitres), as compared to 28.3% (which accounts for 10,399 megalitres) the previous year. The graph below shows the NRW levels for year 2001 – 2010.





CUSTOMER SERVICE

Customer Service Unit provides services pertaining to application for water supply and transfer or closing of accounts and handling of customers' complaints. The statistics pertaining to the number of connections, new meters installed, number of meters disconnected and reconnected in 2009 and 2010 are as follows:-

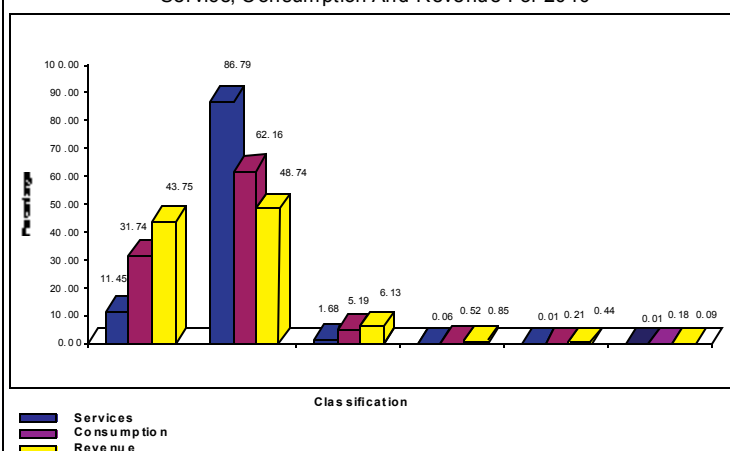
Number of Meters Installed, Disconnected and Reconnected In 2009 And 2010

Particulars	2010	2009
Total no. of connections at the end of the year	57,885	55,658
New meters installed	2,227	1,832
No. of meters disconnected	647	757
No. of meters reconnected	491	476

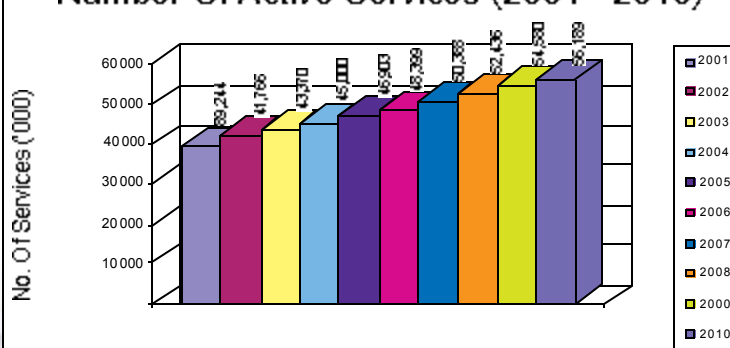
At the end of the year, the number of connections totaled 57,885, out of which 56,189 are active customer accounts. There was a net increase of 3% of active customer accounts over the previous year. The composition of consumer is as follows:

Sector	Number	Percentage
Domestic	48,767	86.79
Domestic/Commercial	946	1.68
Commercial	6,431	11.45
Others	45	0.08
Total	56,189	100.00

Percentage Relationship Of Water Classification With Respect To Service, Consumption And Revenue For 2010



Number Of Active Services (2001 - 2010)





CORPORATE PROGRESS

HUMAN RESOURCE

STAFF STRENGTH

The total staff strength at the end of year 2010 was 187 persons against 188 persons in year 2009. The movement of the staff is exhibited in the table below:-

Particular	Professional & Management Group	Support Group	Total
No. of staff as at 01.01.2010	*7	#181	188
Retired	0	(2)	(2)
Passed Away	0	(1)	(1)
Resigned	0	0	0
Newly Recruit	#2	0	2
No. of staff as at 31.12.2010	9	178	187

Note : 1. * include 1 staff seconded to Internal Audit Unit, JKM
2. # include 1 staff recruited on contract post

While extending warm welcome to two new officers, namely Encik Ling Ning Wei (Pegawai Sistem Maklumat—contract) and Encik Loh Wei Lun (Jurutera, J41), the Board also bid farewell to two retirees Encik Ranceo Lee (Pekerja Awam, R4) and Encik Lim Hock Kee (Pemandu Kenderaan Bermotor, R3) who had served the Board for 30 years & 24 years respectively. We were also saddened by the demise of Encik Wahab Bin Johore (Jaga, Cred R1) who had served the Board for 22 years.

HUMAN RESOURCE DEVELOPMENT

To enhance quality of services delivered, the Board had spent RM164, 000.00 or 3% of Administration cost for staff training on various aspects in 2010.

57 courses, seminars or conferences consisting of both technical and non-technical, had been approved for the staff to attend during the year. While twelve (12) in-house training program benefited 134 personnel or 72% of the staff, eleven (11) 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	Training Venue	No. of staff attended
1	Kursus Pengukuhan & Penambahbaikan Amalan Persekitaran Berkualiti	SWB	32
2	PA Pipe Installation	SWB	28
3	Safety Arrangement For Water Pipe Installation & Maintenance Work	SWB	26
4	Training For SIEMEN' s Electromagnetic Flow Meter & Pilot Operated PRV	SWB	23
5	Training On Potable Meter Tester By George Kent (M'sia) Bhd	SWB	20
6	Latihan Penggunaan 'On-Line' Untuk Ujian Kualiti Air	SWB	16
7	Kursus Pengurusan Kewangan	SWB	16
8	Training On GIS, Total Asset Management & Network Modelling Project	SWB	12
9	Kursus Pengukuhan & Penambahbaikan Amalan Persekitaran Berkualiti	SWB	10
10	IT Training On PC Maintenances & Troubleshooting	SWB	10

The Board also provided industrial training for 28 students pursuing Degree, Diploma and Certificate in various fields especially engineering, chemical and ICT. The students gained valuable exposure and hands-on experience during their industrial training period.



CORPORATE PROGRESS

INTEGRATED MANAGEMENT SYSTEM

Internal Audits on IMS and 5S were carried out in February and October 2010 to ensure IMS System and 5S practices were adhered to

Moody International carried out the recertification audit on IMS on 05 – 07 May and the system was recertified on 28 July 2010. Recertification on 5S was accredited by MPC on 03 August after the recertification audit.

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 course). These courses included :

- EMS process approach internal auditing which was conducted from the 23rd June 2010 to 24th June by Neville Clarke,
- OHSAS Lead Auditor Course conducted by Moody International Certification (Malaysia) Sdn. Bhd. from the 25th - 29th October 2010 in Kuala Lumpur,
- 5S Environmental Auditors' Course (in-house) conducted by MPC from the 13th to 14th December 2010 in Sibu Water Board, and
- Regional 5S Convention on 15 November 2010 in Kuching.

Eleven (11) management review meetings were carried out in the year to review, monitor and evaluate the compliance of the procedures and regulatory systems as well as to enhance the Board's performance through continual improvement and hence satisfying customers' increasingly higher expectation.

The IMS Unit was renamed to Innovation Unit in November, 2010.



Recertification Audit on 5-7 May 2011



Recertification Audit on 5S: Quality Environment on 02-03 Aug 2010



CALENDAR OF THE BOARD

DATE	EVENTS
13.01.2010	Board Meeting No. 191
13.01.2010	Sibu Water Board Annual Dinner
21.01.2010	Technical Visit by PAAB
26-29.01.2010	Deputy General Manager presented a paper on the Board's Non Revenue Water (NRW) Initiative & Management Program at the 4 th Global Water Leakage Summit 2010.
26.01.2010	K-Klinik - 'Amanah Saham Bumiputra Financing by Malayan Banking Berhad'
29.01.2010	5S Visit by Perbadanan Kemajuan Perusahaan Kayu Sarawak (PUSAKA)
08.02.2010	Kick off Meeting for Key Focus Activity (KFA) on Reinstatement of Road Surface within 2 days after Repair of Pipelines
26.02.2010	Participated in Majlis Perhimpunan & Perarakan Sempena Sambutan Maulidur Rasul Peringkat Bahagian Sibu
05.03.2010	Participated in 'Program Biro Pengaduan Awam (BPA) Bertemu Masyarakat' at Pasar Central Sibu
13.03.2010	Participated in Rajang River Regatta 2010
15.03.2010	5S Visit by Majlis Daerah Betong
18.03.2010	K-Klinik - 'Penerangan & Demonstrasi Kesejahteraan Kesihatan Holistik dari Sudut Pemakanan & Penyediaan Masakan Sihat
18.03.2010	Dialogue with Pipe Fitters.
22.03.2010	Board Meeting No. 192
25.03.2010	In-house Training - Safety Arrangements for Water Pipe Installation & Maintenance Work
26.03.2010 - 28.03.2010	Recreational Visit to Miri organised by KESULAS
27.03.2010	Treatment Plant Open Day & Customer Day in conjunction with World Water Day 2010
06.04.2010 - 08.04.2010	General Manager presented a Paper on "Peat/Soft Soil and Ground Settlement: Sibu Water Board Experience" during the Asiawater 2010 Conference - An International Conference on Water & Wastewater
07.04.2010 - 24.04.2010	Latihan Kem Tahunan Siri 2/2010 Rejimen Pakar Pengendalian Air Ke 60 RAJD (AW)
13.04.2010	K-Klinik - 'Taklimat Pertukaran Kad NIOSH ke Kad Hijau oleh CIDB
14.04.2010	K-Klinik - Briefing on ASM Investment by ASM Investment Services Berhad
16.04.2010 - 17.04.2010	Sibu Water Board Strategic Planning Workshop at Merdeka Palace, Kuching
23.04.2010	K-Klinik - Complimentary Health Talk on Latest Management in Joint Pain and Back Pain by Normah Medical Specialist Centre
27.04.2010	5S Visit by Prison Department
05-07.05.2010	Recertification Audit On IMS by Moody International
13.05.2010	Lawatan Kerja YB Dato' Sri Peter Chin Fah Kui, Menteri Tenaga, Teknologi Hijau & Air ke Lembaga Air Sibu
12.06.2010 - 13.06.2010	Participated in the Program Sejiwa Senada in Sibu
18.06.2010	Majlis Minum Petang 'Ngiling Bidai' sempena Gawai Dayak 2010
22.06.2010	K-Klinik - 'Taklimat Kumpulan Inovatif Kreatif (KIK)'
22.06.2010	Kick off Meeting for Water Safety Plan
23.06.2010 - 24.06.2010	In-house Training - ISO 14001 Process Based Internal Auditing Training
29.06.2010	Farewell High Tea to Mr Raneo Lee
16.07.2010	K-Klinik - Asean Bilateral Program Singapore Experience
02.08.2010	Farewell High Tea to Mr Lim Hock Kee
02.08.2010 - 03.08.2010	'Audit Pematuhan Persekitaran Berkualiti (QE)' by MPC
03.08.2010	Board Meeting No. 193
19.08.2010	Briefing on Contract Management (JKR 203 & Form of Contract) by QS, JKR
20.08.2010	K-Klinik - 'Pengenalan dan Cara Membaca Meter Air'
20.08.2010	K-Klinik - 'Pengurusan dan Pengauditan Industri Air'
23 & 24.08.2010	Visit to Sibu Municipal Council's One Stop Counter
26.08.2010	In-house Training - PA Pipe Installation
03.09.2010	K-Klinik - 'Program Kesedaran Denggi oleh Jabatan Kesihatan Bahagian'
06.09.2010 - 07.09.2010	NRW Technical Visit to Jabatan Bekalan Air Sabah, Kota Kinabalu
21.09.2010	K-Klinik - 'Program Pendidikan Kewangan oleh AKPK'
01.10.2010	Q-Day
01.10.2010	Majlis Ramah Tamah Aidil Fitri & Malam Keluarga Lembaga Air Sibu 2010
02.11.2010	In-house Training - Training on Portable Meter Tester by George Kent (Malaysia) Berhad
03.11.2010	Briefing on 'Penjimatan Penggunaan Air & Cara-Cara Mengurus Sumber Air' at SMK St. Elizabeth, Sibu
29.11.2010 - 30.11.2010	In-house Training - Siemens Electromagnetic Flowmeter & Pilot Operated Pressure Reducing Valve
30.11.2010 - 01.12.2010	In-house Training - 'Latihan Penggunaan Peralatan On-Line untuk Ujian Kualiti Air'
13.12.2010 - 14.12.2010	In-house Training - 'Kursus Pengukuhan & Penambahbaikan Amalan Persekitaran Berkualiti'



Annual Dinner on 21 JAN 2010



Chairman presenting the Trophy of 'Anugerah Kualiti Setiausaha Kerajaan Negeri Sarawak 2008' to General Manager, witnessed by Minister



Enrik Plus Apin receiving Long Service Award from Chairman

Recipients of Long Service (20 Years) Award



Chairman presenting the Certificate of 'Anugerah Kualiti Setiausaha Kerajaan Negeri Sarawak 2008' to General Manager, witnessed by Minister



Chairman presenting award to one of the winners of Treasury Competition 2009 (state level)



Mody International Certification (M) Sdn Bhd, presenting the 'Conversion or UMS Certificate' to Chairman



'Poco-poco' led by YB Abu Seman



Solo by YB Dato' Awang Remei Eui Awang Hj Basah



Board's Choir



Dance by Finance & Information System Section



Ngajat by Production Section



Minister receiving a 'golden awan' - symbol of Sibu - as the souvenir.



Chairman presenting donation from the staff to Sibu Kidney Foundation



**Visit by Minister of Energy, Green Technology and Water
YB Dato Sri Peter Chin Fah Kui**



A Warm
welcome by
Chairman
& General
Manager



Examining Streaming Current Monitor

Briefing to Minister



At Salim Treatment Plant Phase II



Observing used pipes

At Telemetry Room



Site Visit to Ulu
Sg. Merah



At new (2nd) Salim
Raw Water Intake



Chairman presenting a
souvenir - "50 Tahun
Dalam Sejarah"
to Minister of
KeTTHA, YB Dato Sri
Peter Chin Fah Kui



Posing in front of
new (2nd) Salim
Raw Water Intake



Q Day on 01.10.2010



Board Members



A pledge of loyalty by the staff



'Amalan Kerja Berkeselamatan'
song by Boards choir



One of the Winners of Essay
Competition receiving award from
Chairman



Puan Susie Teh receiving 'Anugerah
Perkhidmatan Cemerlang'



Winners of Essay Competition posing
with Board Members and Management

Q Day, 5S & Technical Visit

5S Visit



Visit by Majlis Daerah Betong on 15.03.2010



Visit by PUSAKA on 29.01.2010



Technical Visit by PAAB
On 21.01.2010



Visit by 'Rombongan Penjara'
on 17.04.2010





Sejiwa Senada on 13.04.2010



Launched by Chief Minister YAB Pehin
Sri Hj. Abdul Taib Mahmud



Board's Exhibition Stall



YAB Chief Minister visited Board's
exhibition Stall with YB State Secretary



Briefing on Water Conservation and
Management of Water Resources at
SME St. Elizabeth on 30.10.2010



Visit by Kolej Lada Taib
on 14.05.2010

Visit by UNIMAS
on 16.10.2010

Open Day on 27.03.2010



Lucky Draw by General Manager



Staff on duty



Queue up to register



Children Colouring Contest in progress



Briefing to
visitors



Visit by SK Asemunggang on
10.11.2010



Visit by SK Abang Ali on 12.10.2010



Visit by SIK (a) Sacred Heart on
13.10.2010



Visit by SIK Chung Cheng on
15.10.2010



Visit by SIK Methodist on 19.10.2010

VISITORS TO TREATMENT PLANT





Training and Personal Development



Training on GIS by Spatial-Data Enhancement
Consultancy Sdn. Bhd



Strategic Planning Workshop at Merdeka Palace, Kuching on 5-7 May 2010



Training on Total Assets Management
by GHD Perunding Sdn. Bhd.



Dialogue with Pipe Fitters



Health Talk by Noutnah Medical Centre Specialist Centre



ISO 14001 Process Based Internal Training on 28.06.2010



K-Klinik on Meter Reading on 20.03.2010



Training on the installation of PVC Pipes on 20.03.2010





Ngiling Bidai on 18.06.2010



'Ngilas Panyai' by Board Member,
Encik Philip Ngn Huk Kiong



'Ngilas Panyai' by Board Member,
Encik Sayim Ambing



Board Members posed with stair



'Ngajar'

'Ramah Tamah Aidilfitri' cum Family Night on 01.10.2010



VIP Table



Invited Guests



Drinking
Coca Cola
Competition



Raya Visit to Dr. Muhammad
Rais Abdullah &
Family on 17.09.2010



Karaoke Competition



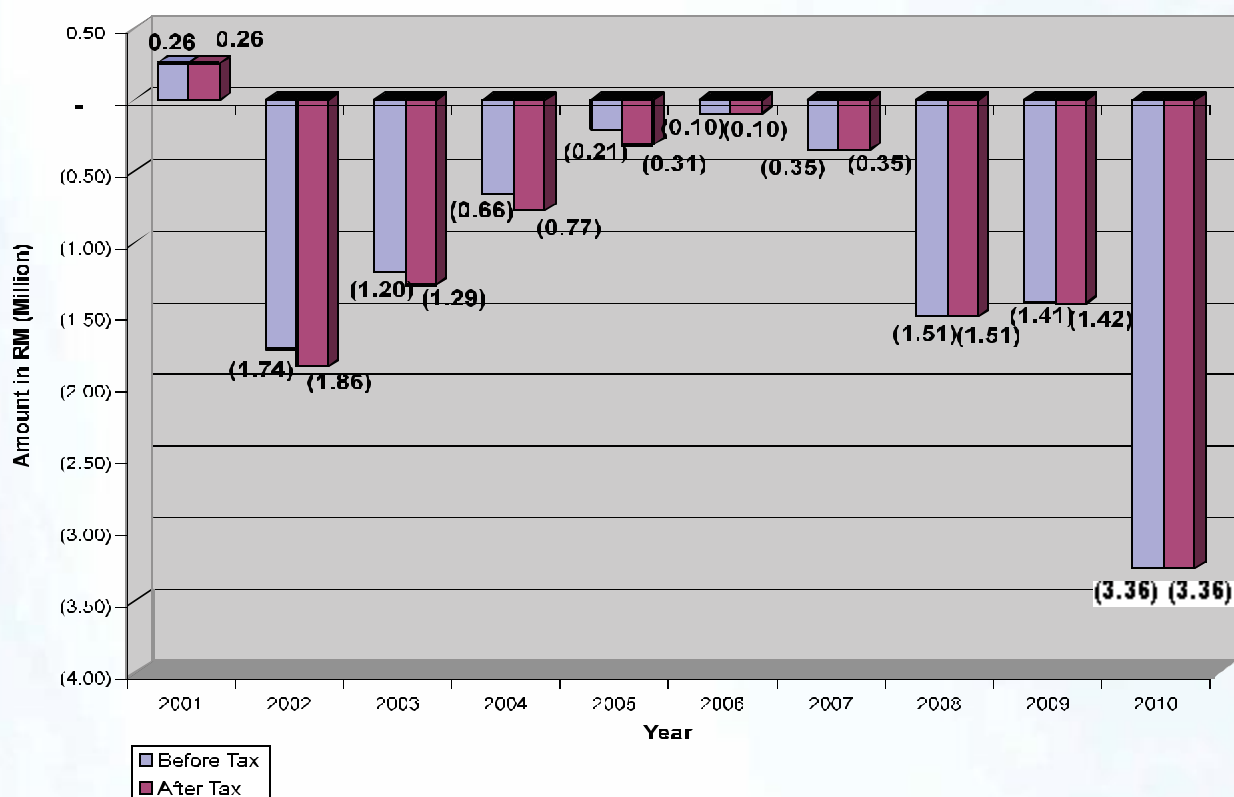
Chairman giving away
"Green Pan" to young ones.

Ngiling Bidai & Ramah Tamah Aidilfitri

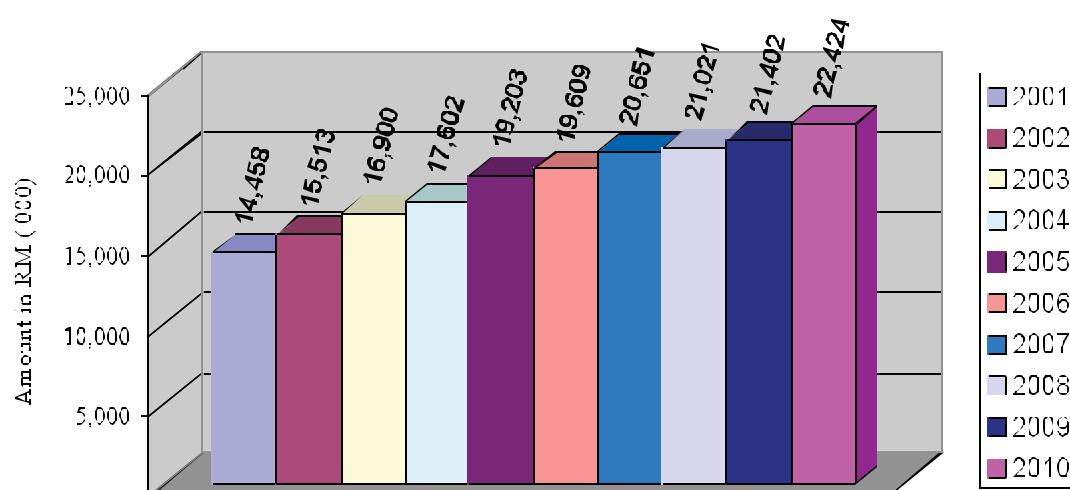


FINANCIAL STATISTICS

NET PROFIT (LOSS) BEFORE/AFTER TAX 2001-2010



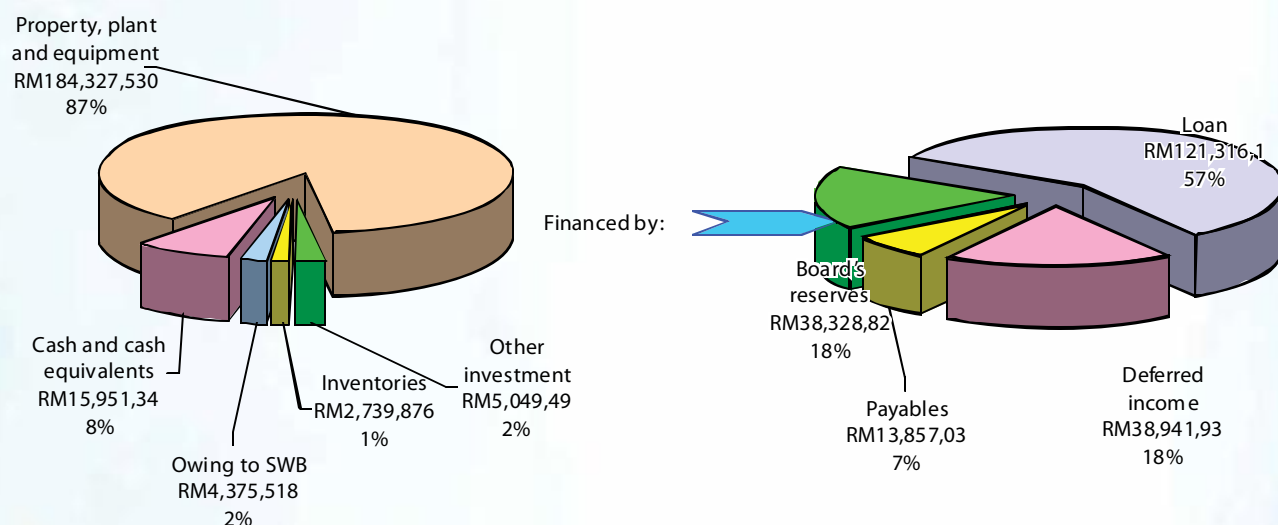
WATER SALES (2001 - 2010)





FINANCIAL STATISTICS

BOARD'S FINANCIAL POSITION AS AT 31 DECEMBER 2010



	2006	2007	2008	2009	2010
--	------	------	------	------	------

BASIC STATISTIC

Revenue from water sales (RM'000)	19,651	20,581	21,021	21,402	22,424
Total revenue (RM'000)	24,952	26,066	26,297	26,950	27,541
Total expenditure (RM'000)	25,047	26,417	27,802	28,360	30,899
Net Loss before taxation (RM'000)	(95)	(351)	(1,505)	(1,410)	(3,358)
Net Loss after taxation (RM'000)	(95)	(351)	(1,505)	(1,413)	(3,360)
Average cost of water (Sen per '000 Litres)	88	90	93	92	98
Total assets (RM'000)	163,097	177,078	207,139	209,614	212,444
Long term loan (RM'000)	61,625	76,791	101,422	109,380	113,501
Equity/Reserves (RM'000)	44,963	44,613	43,107	41,699	38,329

PERFORMANCE RATIO

Net Revenue Ratio (before tax)	-0.38%	-1.35%	-5.72%	-5.23%	-12.19%
Current Ratio	1.39	1.61	1.09	1.13	1.07
Return on Total Assets	-0.06%	-0.20%	-0.73%	-0.67%	-1.58%
Long Term Debt/ Equity	1.37	1.72	2.35	2.62	2.96



FINANCIAL STATISTICS

	2010	2009	Change
	(RM'000)	(RM'000)	
Revenue & Expenditure			
Income from Water Sales	22,424	21,407	+4.73%
Other Income	5,117	5,543	-7.77%
Total Income	27,541	26,950	+2.19%
Total Expenditure	30,299	28,360	+6.95%
Net Loss Before taxation	(3,352)	(1,410)	+132.15%
Taxation	2	3	-75.00%
Net Loss taxation	(3,360)	(1,413)	

	2010		2009		Change
	(RM'000)	%	(RM'000)	%	
Total Expenditure					
Cost of Production	12,774	41.35	10,747	37.33	+18.86%
Distribution and Selling	11,072	37.77	11,251	39.36	+3.74%
Administration	3,383	10.66	3,097	10.03	+4.69%
Others	70	0.23	265	0.23	+73.58%
	30,899	100.00	28,360	100.00	+8.95%

	2010		2009		Change
	(RM'000)	%	(RM'000)	%	
Capital Expenditure					
Headworks	4,055	36.47	16,884	151.37	-75.98%
Booster Station	-	0.00	817	7.44	-100.00%
Mains	1,819	16.36	333	3.00	+446.15%
GIS & its related application software	888	7.99	2,684	24.14	-66.92%
Meters	815	7.33	111	1.00	+634.13%
Communication Pipes	1,157	10.41	680	6.12	+70.15%
Workshop, Field & Treatment Plant Equipment	1,485	13.36	1,296	11.66	+14.58%
Store & Office Equipment	841	7.56	1,991	17.91	-57.76%
Land & Buildings	57	0.51	37	0.33	+54.05%
	11,117	100.00	24,843	100.00	-55.15%

	2010	2009	Change
	(RM'000)	(RM'000)	
Assets & Liabilities			
Total Assets at the End of the Year	112,444	109,614	+1.33%
Total Liabilities at the End of the Year	174,115	167,915	+3.69%
Total Net Assets	38,329	41,699	-3.00%



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. UBADILLAH 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 2010 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. UBADILLAH BIN HJ. ABDUL LATIP**

TITLE: **CHAIRMAN**

DATE: **30 March 2011**

PLACE: **SIBU**

On behalf of the Board

NAME: **NICHOLAS SIA**

TITLE: **MEMBER**

DATE: **30 March 2011**

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 abovesigned at **SIBU** in the State)
of Sarawak on this day of)

29 MAR 2011

**GENERAL MANAGER
SIBU WATER BOARD
SIBU**



Before me
JOSEPH LIM SU HONG
No. **A-0 012**
COMMISSIONER FOR OATHS
Kuching, Sarawak



FINANCIAL STATEMENTS

**SIJIL KETUA AUDIT NEGARA
MENGENAI PENYATA KEWANGAN
LEMBAGA AIR SIBU
BAGI TAHUN BERAKHIR 31 DISEMBER 2010**

Penyata Kewangan Lembaga Air Sibu bagi tahun berakhir 31 Disember 2010 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 2010 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: 25 MEI 2011





FINANCIAL STATEMENTS

SIBU WATER BOARD BALANCE SHEET AS AT 31 DECEMBER 2010

	Note	2010 RM	2009 RM
ASSETS			
Non-Current Assets			
Property, plant and equipment	5	184,327,530	184,652,753
Other investment	6	5,049,491	4,970,269
		<u>189,377,021</u>	<u>189,623,022</u>
Current Assets			
Inventories	7	2,739,876	2,904,709
Trade receivables	8	3,190,157	2,476,205
Other receivables	9	1,036,800	2,202,160
Tax refundable	10	148,561	148,561
Fixed deposits	11	14,888,167	10,592,114
Cash in hand and at bank		1,063,175	1,667,027
		<u>23,066,736</u>	<u>19,990,776</u>
Current Liabilities			
Term loans	12	7,814,761	4,697,114
Trade payables	13	4,594,508	4,369,155
Other payables	14	9,050,677	8,690,432
Provision for employees' benefits	15	1,412	3,548
Total Current Liabilities		<u>21,461,358</u>	<u>17,760,249</u>
Net Current Assets		<u>1,605,378</u>	<u>2,230,527</u>
		<u>190,982,399</u>	<u>191,853,549</u>
Financed by:			
Reserves			
Vested assets reserve	16	813,534	813,534
General reserve		37,515,293	40,875,792
Board's Fund		<u>38,328,827</u>	<u>41,689,326</u>
Long Term and Deferred Liabilities			
Long term loans	12	113,501,405	109,380,356
Provision for employees' benefit	15	210,435	192,041
Deferred income	17	38,941,732	40,591,826
		<u>152,653,572</u>	<u>150,164,223</u>
		<u>190,982,399</u>	<u>191,853,549</u>

The accompanying notes form an integral part of this balance sheet.

**FINANCIAL STATEMENTS****SIBU WATER BOARD
INCOME STATEMENT
FOR THE YEAR ENDED 31 DECEMBER 2010**

	Note	2010 RM	2009 RM
Revenue	18	22,424,060	21,401,504
Cost of production	19	<u>(12,774,217)</u> 9,649,843	<u>(10,747,516)</u> 10,653,988
Other operating income	20	5,116,749	5,548,898
Distribution and selling expenses	21	(11,672,120)	(11,250,849)
Administration expenses	22	(6,382,614)	(6,097,345)
Other operating expenses	23	<u>(70,039)</u>	<u>(264,788)</u>
Loss before taxation		(3,358,181)	(1,410,096)
Deduct: Taxation expense	24	<u>(2,318)</u>	<u>(7,983)</u>
Net loss from operation after taxation		<u><u>(3,360,499)</u></u>	<u><u>(1,418,079)</u></u>

The accompany notes form an integral of this income statement.



FINANCIAL STATEMENTS

SIBU WATER BOARD STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 DECEMBER 2010

	Note	Vested Assets Reserve RM	General Reserve RM	Total RM
Balance as at 31 December 2008		813,534	42,293,871	43,107,405
Net loss for the year			(1,418,079)	(1,418,079)
Balance as at 31 December 2009		813,534	40,875,792	41,689,326
Net loss for the year		-	(3,360,499)	(3,360,499)
Balance as at 31 December 2010	16	813,534	37,515,293	38,328,827

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



FINANCIAL STATEMENTS

SIBU WATER BOARD CASH FLOW STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2010

	Note	2010 RM	2009 RM
CASH FLOW FROM OPERATING ACTIVITIES			
Loss before taxation		(5,358,181)	(1,410,096)
Adjustments for:			
Depreciation of property, plant and equipment		11,438,834	9,861,265
Amortisation of capital contributions		(3,762,235)	(3,776,544)
Bad debts written off		-	13,555
Inventories written off		-	182,678
Gains on disposal of property, plant and equipment		(5,849)	(619,488)
Interest income		(348,954)	(347,506)
Dividend income		(81,540)	-
Provision for employees' benefit		19,806	33,868
		<u>7,280,082</u>	<u>5,349,828</u>
Operating profit before changes in working capital		3,921,901	3,939,732
Decrease(Increase) in inventories		164,833	(863,917)
Increase in trade receivables		(713,952)	(326,591)
Decrease(Increase) in other receivables		1,196,446	(112,664)
Increase in trade payables		945,614	341,284
Increase in other payables		549,504	273,457
		<u>2,142,445</u>	<u>(686,431)</u>
Cash generated from operation		6,064,346	3,253,301
Less: Provision for employees' benefit paid		(3,548)	-
Net cash generated from operating activities		6,060,798	3,253,301
CASH FLOW FROM INVESTING ACTIVITIES			
Dividend received		79,222	-
Grants and capital contributions received		2,109,454	3,691,551
Disbursement of employee loans		(250,200)	(149,400)
Loan repayment received from employees		205,832	216,832
Proceeds from disposal of fixed assets		9,054	-
Purchase of property, plant and equipment		(12,026,337)	(26,754,946)
Purchase of other investment		(79,222)	-
Interest received		344,904	367,620
Net cash used in investing activities		(9,607,293)	(22,628,323)
CASH FLOW FROM FINANCING ACTIVITIES			
Proceeds from term loans		8,818,163	20,570,783
Repayment of term loans		(1,579,467)	(7,439,761)
Net cash provided by financing activities		7,238,696	13,131,022
Net increase/(Decrease) in cash and cash equivalents		3,692,201	(6,244,000)
Cash and cash equivalents brought forward		12,259,141	18,503,141
Cash and cash equivalents carried forward		(5,951,342)	12,259,141
Cash and cash equivalents consists of:			
Cash at bank and in hand		1,063,175	1,667,027
Fixed deposits	11	14,888,167	10,592,114
		<u>15,951,342</u>	<u>12,259,141</u>

The accompanying notes form an integral part of this 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 applicable MASH Approved Accounting Standards in Malaysia (Private Entity Reporting Standards).

3. DATE OF AUTHORISATION FOR ISSUE

The financial statements were authorised for issue by the Board on 30 March 2011.

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 capitalization of capital expenditure

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

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.



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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 functional 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.



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5. PROPERTY, PLANT AND EQUIPMENT

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>&</u>		
		<u>RM</u>	<u>& Mains</u>	<u>RM</u>	<u>Equipment</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	4,761,527	1,971,816	2,313,087	1,329,682	12,446,497
Disposal	(172)	-	-	-	(263,004)	-	(263,176)
Transfer	615,000	-	40,377,245	-	4,466,837	(46,788,814)	(1,329,682)
As at 31st December	<u>5,490,341</u>	<u>9,841,909</u>	<u>270,440,975</u>	<u>19,791,154</u>	<u>26,927,603</u>	<u>1,375,682</u>	<u>333,867,665</u>
Accumulated depreciation							
As at 1st January	1,484,865	5,308,397	106,595,175	10,654,546	14,320,340	-	138,363,273
Additions	92,369	371,497	8,065,023	841,530	2,068,406	-	11,438,834
Disposal	(112)	-	-	-	(263,004)	-	(263,176)
As at 31st December	<u>1,577,122</u>	<u>5,679,894</u>	<u>114,660,198</u>	<u>11,496,076</u>	<u>16,125,742</u>	<u>-</u>	<u>149,530,135</u>
Net book value							
As at 31st December	<u>3,913,219</u>	<u>4,162,015</u>	<u>155,780,777</u>	<u>8,295,078</u>	<u>10,801,861</u>	<u>1,375,682</u>	<u>184,337,530</u>
2009							
	<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>&</u>		
		<u>RM</u>	<u>& Mains</u>	<u>RM</u>	<u>Equipment</u>	<u>RM</u>	
			<u>RM</u>		<u>RM</u>		
Cost							
As at 1st January	4,336,891	9,247,859	195,777,100	17,028,097	19,528,649	63,371,306	310,289,902
Additions	-	62,281	20,728,338	791,241	3,261,199	17,372,681	42,115,740
Disposal	-	-	(12,091,874)	-	-	(24,662)	(12,116,536)
Transfer	-	-	18,869,646	-	(2,377,215)	(33,785,111)	(17,272,680)
As at 31st December	<u>4,336,891</u>	<u>9,310,140</u>	<u>223,302,210</u>	<u>17,819,338</u>	<u>20,612,633</u>	<u>46,834,814</u>	<u>323,016,026</u>
Accumulated depreciation							
As at 1st January	1,392,494	4,938,073	102,767,661	9,932,586	12,856,972	-	131,887,786
Additions	92,371	370,324	7,213,242	721,960	1,963,368	-	9,861,265
Disposal	-	-	(3,183,778)	-	-	-	(3,183,778)
As at 31st December	<u>1,484,865</u>	<u>5,308,397</u>	<u>106,595,125</u>	<u>10,654,546</u>	<u>14,820,340</u>	<u>-</u>	<u>138,363,273</u>
Net book value							
As at 31st December	<u>2,852,026</u>	<u>4,001,743</u>	<u>116,707,085</u>	<u>7,164,792</u>	<u>5,792,293</u>	<u>46,834,814</u>	<u>184,652,753</u>



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	2010 RM	2009 RM
6. OTHER INVESTMENT		
Shares in Amanah Saham Sarawak - at cost (Market value: 2010 - RM5,360,707, 2009 - RM5,281,485)	5,049,491	4,970,269
7. INVENTORIES		
Pipes & fittings	2,460,673	2,729,911
Chemicals	279,201	174,798
	2,739,876	2,904,709
8. TRADE RECEIVABLES		
Water sales debtors	3,190,157	2,476,205
9. OTHERS RECEIVABLES		
Sundry debtors-service done	20,300	31,827
Sundry debtors-installments	58,872	76,185
Sundry debtors-adv. for ferry charges	300	300
Sundry debtors-gas cylinder deposit	120	120
Sundry debtors-Staff (general)	87	291
Sundry debtors - POS Malaysia Bhd	226,235	151,756
Sundry debtors- Bank Simpanan Nasional	6,363	-
Interest receivable	40,206	36,176
Prepayment	77,439	47,273
Cash bill control account	-	14,270
Sundry debtors - miscellaneous	125,256	1,444,814
Sundry debtors- SiliconNet Technology	9,176	9,386
Special advance to employee	419,626	375,257
Debtors clearing account	15,754	10,770
CIMB Click (Internet Banking)	450	-
CIMB Bank - Credit card payment	-	3,735
Miscellaneous Debits	36,616	-
	1,036,800	2,202,160
10. TAX REFUNDABLE		
Tax refundable represents the tax overpayment to Inland Revenue Board.		
11. FIXED DEPOSITS		
With Government approved financial institutions	14,888,167	10,392,114



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12. TERM LOANS

		2010 RM	2009 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	11,823,530	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	1,800,000	2,025,000
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	2,738,447	2,934,051
12.4	Sarawak Government Loan (Unsecured Interest-free RM5.60 million) - to part finance the Upgrading Of Pipelines Along Lanaag Road. - repayable in 17 annuities commencing in 2004	2,941,176	3,235,294
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	1,918,683	2,055,731
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	6,400,000	6,800,000
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	19,000,000	19,000,000
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	3,613,805	3,814,572
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	2,284,738	2,411,668
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	45,977,624
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
		121,316,166	114,077,470
	Repayment due within 12 months	(7,814,761)	(4,697,114)
		113,501,405	109,380,356



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

	2010 RM	2009 RM
Sundry creditors & accrual	462,599	300,362
Staff claims account	21,124	15,532
Deposits Claim	284	60
Cancelled cheque suspense	486	-
Suspense – miscellaneous credits	344,718	192,874
Tender deposit payable	-	1,800
Performance surety	243,287	238,069
Retention money	2,462,594	2,726,810
Unclaimed money	7,279	6,436
Collateral deposits from consumers	5,498,288	5,137,613
Collateral deposits suspense account	-	48,900
Security deposits	10,000	20,000
CIMB –Credit Card Payment	18	-
Minor Job recovery	-	383
CIMB (Bill collection)	-	378
Sundry Debtor – Bank Simpanan Nasional	-	1,215
	9,050,677	8,690,432

15. PROVISION FOR EMPLOYEE BENEFITS

	2010 RM	2009 RM
Balance as at 1 st January	195,589	161,721
Provision during the year	19,806	33,868
Utilisation of provision during the year	(3,548)	-
Balance at 31 st December	211,847	195,589
At 31 st December		
Current	1,412	3,548
Non Current:		
- Later than 1 year but not later than 2 years	20,258	1,412
- Later than 2 years but not later than 5 years	127,770	83,625
- Later than 5 years	62,407	107,004
	211,847	195,589



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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
Fixed Assets			
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>
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:

	2010 RM	2009 RM
Balance as at 1 st January	40,591,826	40,652,826
Additions during the year	2,092,141	3,713,544
Amortisation	(3,742,235)	(3,774,544)
Balance as at 31 st December	<u>38,941,732</u>	<u>40,591,826</u>

Capital contributions received from customers in 2010 amounted to RM1,120,413 (2009: RM3,533,544). No grant was received from Federal Government towards the cost of rural water supply projects (2009: Nil). No Grant received from Ministry of Health amounted in 2010 towards fluoridation program.(2009: RM 180,000) The capital contributions and grants amortised amounted to RM1,984,107 (2009: RM2,667,078) and RM708,490 (2009: RM1,107,466) 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	2010 RM	2009 RM
Water sales	22,424,060	21,401,304
19. COST OF PRODUCTION		
Salary	1,271,243	1,251,875
Electricity	2,929,296	2,666,981
Chemicals	1,967,743	1,764,826
Water Examination	83,082	122,335
Headwork maintenance	508,402	415,946
Pump maintenance	893,835	674,265
Miscellaneous	3,603	10,003
Royalty on raw water extracted	439,139	402,873
Depreciation	4,675,874	3,438,392
	12,774,217	10,747,516
20. OTHER OPERATING INCOME		
Fee for service	143,360	136,759
Miscellaneous resources	271,533	172,022
Interest from investment	348,934	347,506
Meter rent	391,038	377,219
Capital contribution transfers	3,742,235	3,774,544
Inspection fee	131,360	121,360
Dividend	81,540	-
Gains from sale of assets	5,849	619,488
	5,316,749	5,548,898
21. COST OF DISTRIBUTION AND SELLING		
Distribution & Customer Service Salary	1,508,940	1,452,571
Repair and maintenance of pipelines	1,654,172	1,603,171
Maintenance of tanks & reservoirs	129,053	152,827
NRW management	181,000	32,824
Servicing of meter	10,907	308,782
Booster station	681,428	589,995
Customer service	46,634	41,329
Vehicle running	188,063	175,577
Vehicle running-Salary	331,508	344,915
Reading & billing Salary	493,348	454,839
Water Bills & records	27,248	36,013
Enforcement	10,198	14,101
Enforcement Salary	213,471	196,633
FTS Miscellaneous	895	-
Depreciation	6,195,253	5,847,272
	11,672,120	11,250,849



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22. ADMINISTRATION EXPENSES

	2010 RM	2009 RM
Maintenance & repair (miscellaneous)	120,186	96,840
Maintenance of building structure	192,358	203,087
Maintenance of compound	156,518	114,567
Salary & wages	1,762,035	1,638,242
EPF	37,650	79,212
Pension contribution	648,841	623,187
Transport & traveling	335,348	468,608
Benefit, Incentive & Awards	24,500	27,262
Staff bonus	-	93,921
Provision for employees' benefits	20,636	33,868
Office expenses	62,689	80,881
Medical expenses	225,475	216,220
Printing & stationery	61,257	63,040
Electricity	89,561	86,746
Telephone	149,689	140,249
Postage	6,779	8,990
Advertising & publicity	65,154	56,849
Uniforms	32,606	69,312
Store operating	15,088	21,587
Rates & taxes	232,950	233,013
Insurance	89,638	78,538
Management fee- housing loan	243,880	247,221
E.D.P expenses	215,497	233,303
Commission for SBBS collection	109,958	90,753
Security service	422,629	316,755
Staff training	183,832	111,637
Staff social welfare & recreation	15,465	22,567
Entertainment	8,692	11,349
Contingencies	8,900	17,182
Traveling - Anggota sukarela 60 regionen	10,326	9,359
Board members' education tour	-	-
Sport activities	1,019	-
Quality management system maintenance	46,751	24,579
Depreciation	567,707	575,601
	6,382,614	6,097,345

23. OTHER OPERATING EXPENSES

	2010 RM	2009 RM
Board Members' remuneration	46,840	47,530
Audit fee	23,199	21,025
Bad debts written off	-	13,555
Inventories written off	-	182,678
	70,039	264,788



FINANCIAL STATEMENTS

24. TAXATION EXPENSE

	2010 RM	2009 RM
Tax expense for the year	2,318	-
Under-provision for previous year	-	7,983

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:-

	2010 RM	2009 RM
Loss before taxation	(3,358,181)	(1,410,096)
Taxation at Malaysian statutory tax rate of 25% (2009: 25%)	(839,545)	(352,524)
Depreciation on non-qualifying property, plant and equipment	251,026	224,773
Expenses relating to exempt income disregard	3,388,643	3,215,394
Non-deductible expenses	7,159	9,465
Capital gain not subject to tax	(1,095)	-
Income not subject to tax	(6,726,307)	(6,452,848)
Deferred tax assets not recognized during the year	3,922,437	3,355,740
Under-provision of tax in prior year	-	7,983
	2,318	7,983

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:

	2010 RM	2009 RM
Temporary differences that may give rise to deferred tax liabilities:		
Accelerated capital allowances	77,292,911	61,837,970
	77,292,911	61,837,970
Temporary differences that may give rise to deferred tax assets:		
Unutilised capital allowance	117,467,105	91,711,620
Unutilised tax losses	24,057,812	18,830,782
Provisions	211,847	195,589
	141,736,764	110,737,991



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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

	2010 RM	2009 RM
Capital expenditure not taken up in the account - approved and contracted out	2,325,013	6,323,207

27. STAFF

	2010	2009
Numbers of staff	187	188
Staff Cost	6,997,964	6,836,882



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	2010
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		98%
	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	0.30
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	0.051
	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		91.8%
	a. Within 12 hours		99.3%
	a. Within 24 hours		100%
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	0.23
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%	46%
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	1.1
	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	0.2



OTHER INFORMATION

Annual Key Performance Indicators For Water Supply Services

PERFORMANCE MEASURE	KEY PERFORMANCE INDICATORS	Formula	2010
Complaint Response/Resolution	CS2/1: No of complaints that are resolved	(No. of complaints that are resolved within the respective time frame for the period concerned / Total no. of compliants concerned in the same period) x 100%	
	a. within 1 day		99.9%
	b. within 2 days		100.0%
	c. within 5 days		100.0%
New Service (NS) Connections & Disconnections/Reconnections	c. within 10 days		100.0%
	CSS3/1: % 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		35.2%
	within 4 days		84.6%
	within 7 days		100.0%
	CSS3/2/1: % 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		87.6%
	b. within 2 days		94.7%
	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		90.0%
	b. within 2 days		95.5%
	c. within 3days		100.0%
OPERATIONAL PERFORMANCE			
Meter Reader Efficiency	OPI1/1: No. of accounts per meter reader	No. of accounts / No. of meter readers	3,968
	OPI1/2: No. of accounts actually read/ billed per meter reader	No. of accounts actually read/billed / No. of meter readers	3,968
Staff Efficiency	OP2/1: Staff cost per cu. m water produced (RM)	Staff Cost for period concerned / Volume of water produced for same period	0.03
	OP2/2: No. of accounts per employee	No. of accounts / No. of employees	297
	OP2/3: Water produced per employee (m ³)	Volume of water produced for period concerned / No. of employees	17,242
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	OP/4: 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 %	
	OP5/1: % of total volume produced		29%
	OP5/2: Volume (litres) per connection per day	Volume of NRW for period concerned/(Total no. of connections x No. of days)	542
	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)	29
	OP5/3: Infrastructure leak index	ILI = CARL/UARL	N/A
ENVIRONMENTAL PERFORMANCE			
Effluent Quality	% of quality test that meets prescribed effluent standards	(No. of quality tests that meet effluent standards / Total no. of tests done) x 100%	N/A



OTHER INFORMATION

STATISTICAL ANALYSIS OF RAW WATER DATA YEAR 2010

Tests	Characteristic	Unit	*Recommended Raw Water Quality	Average	Min	Max
Microbiology	Total	cfu/100 ml	5000	3630	130	16000
	E.Coli	cfu/100 ml	-	-	-	-
Group 1	pH		5.5-9.0	6.5	6.3	6.8
	Colour	TCU	300	14	<5	26
	Turbidity	NTU	1000	270	90	536
Group 2	Total Dissolved	ppm	1500	13	8	18
	Total Hardness	ppm	500	17	5	111
	Chemical Oxygen	ppm	10	5	<6	8
	Biological Oxygen	ppm	6	<2	<2	<2
	Ammonia	ppm	1.5	<0.1	<0.1	<0.1
	Nitrate	ppm	10	<0.5	<0.5	<0.5
	Anionic Detergent MBAS	ppm	1	-	-	-
	Fluoride	ppm	1.5	<0.1	<0.1	<0.1
	Chloride	ppm	250	<1	<1	<1
	Iron (as Fe)	ppm	1.0	1.10	0.56	3.03
	Manganese	ppm	0.2	0.09	0.02	0.27
	Aluminium	ppm	0.2	-	-	-
Group 3	Arsenic	ppm	0.01	0	<0.001	0.005
	Mercury	ppm	0.001	<0.001	<0.001	<0.001
	Cadmium	ppm	0.003	<0.0002	<0.0002	<0.0002
	Lead	ppm	0.05	0.005	0.002	<0.009
	Chromium	ppm	0.05	<0.001	<0.001	0.001
	Silver	ppm	0.05	<0.002	<0.002	<0.002
	Copper	ppm	1	0.016	0.004	0.045
	Zinc	ppm	3	0.603	0.004	2.391
	Magnesium	ppm	150	0.86	<0.06	1.28
	Sodium	ppm	200	2	<1	2
	Selenium	ppm	0.01	0.004	<0.001	0.010
	Sulphate	ppm	250	<5	<5	<5
Group 4	alpha-BHC	ppb	-	<0.020	<0.020	<0.020
	beta-BHC	ppb	-	<0.020	<0.020	<0.020
	gamma-BHC	ppb	-	<0.020	<0.020	<0.020
	delta-BHC	ppb	-	<0.020	<0.020	<0.020
	Heptachlor	ppb	0.03	<0.005	<0.005	<0.005
	Heptachlor	ppb	0.03	<0.005	<0.005	<0.005
	alpha-	ppb	-	<0.020	<0.020	<0.020
	beta-	ppb	-	<0.020	<0.020	<0.020
	Endosulfan	ppb	-	<0.020	<0.020	<0.020
	4,4-DDE	ppb	-	<0.020	<0.020	<0.020
	4,4-DDD	ppb	-	<0.020	<0.020	<0.020
	4,4-DDT	ppb	-	<0.020	<0.020	<0.020
	Aldrin	ppb	0.03	<0.005	<0.005	<0.005
	Dieldrin	ppb	0.02	<0.005	<0.005	<0.005
	Endrin	ppb	-	<0.020	<0.020	<0.020
	Methoxychlor	ppb	20	<0.020	<0.020	<0.020
	Endrin-Ald	ppb	-	<0.020	<0.020	<0.020
	Alpha-Chlc	ppb	-	<0.020	<0.020	<0.020
	Gamma-Chlc	ppb	-	<0.020	<0.020	<0.020

*Refer to National Guidelines for Drinking Water Quality (revised December 2007, 2nd version, January 2014)



OTHER INFORMATION

STATISTICAL ANALYSIS OF TREATED WATER DATA YEAR 2010

Tests	Characteristic	Unit	*Drinking Water Quality Standards (max. Acceptable level)	Bukit Lima	Sallim
Microbiology	Total Coliform	cfu/100 ml	<'	1.00	1.00
	F. Coli	cfu/100 ml	<'	<'	<1
Group 1	Residual Chlorine (mir)	ppm	0.2-5.0	1.46	1.60
	pH		6.5-9.0	7.4	7.3
	Color	TCU	15	<5	<5
	Turbidity	NTU	5	<'	1.30
Group 2	Total Dissolved Solids	ppm	1000	26	29
	Total Hardness	ppm	500	27	23
	Ammonia	ppm	1.5	<0.1	<0.1
	Nitrate Nitrogen	ppm	10	<0.5	<0.5
	Fluoride	ppm	0.4-0.6	0.51	0.43
	Chloride	ppm	250	6	9
	Iron	ppm	0.3	0.08	0.03
	Manganese	ppm	0.1	0.02	0.02
	Aluminum	ppm	0.2	0.03	0.13
Group 3	Arsenic	ppm	0.01	0.00	0.00
	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	0.009
	Zinc	ppm	3	<0.002	0.004
	Magnesium	ppm	150	0.90	0.87
	Sodium	ppm	200	2	5
	Selenium	ppm	0.01	0.005	0.004
	Sulfate	ppm	250	5	<5
	Chloroform	ppm	0.2	0.04	0.30
	THM	-	<'	-	-
	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	2	<0.020	<0.020
	beta-BHC	ppb	0.03	<0.020	<0.020
	gamma-BHC	ppb	0.03	<0.020	<0.020
	delta-BHC	ppb	0.03	<0.020	<0.020
	Heptachlor	ppb	0.03	<0.005	<0.005
	Heptachlor Epoxide	ppb	20	<0.005	<0.005
	alpha-endosulfan	ppb	-	<0.020	<0.020
	beta-endosulfan	ppb	-	<0.020	<0.020
	Endosulfan sulfate	ppb	-	<0.020	<0.020
	4,4'-DDE	ppb	-	<0.020	<0.020
	4,4'-DDD	ppb	-	<0.020	<0.020
	4,4'-DDT	ppb	-	<0.020	<0.020
	Aldrin	ppb	-	<0.005	<0.005
	Dieldrin	ppb	-	<0.005	<0.005
	Endrin	ppb	-	<0.020	<0.020
	Methoxychlor	ppb	-	<0.020	<0.020
	Endrin-Ald	ppb	-	<0.020	<0.020
	Alpha-Chlo	ppb	-	<0.020	<0.020
	Gamma-Chlo	ppb	-	<0.020	<0.020

*Referred to National Guidelines for Drinking Water Quality (revised December 2000, 2nd version, January 2004)

The map illustrates the Sibu Water Supply System. A dashed line indicates the boundary of the supply area. Key features include:

- Salim New Intake:** Marked with a yellow circle on the Salim River, with a callout box pointing to it.
- Treatment Plants:** Indicated by blue triangles, including the Sibu Water Treatment Plant and the Durin Water Treatment Plant.
- Reservoirs/High Level Tanks:** Marked with blue squares, including the Sibu Reservoir, the Durin Reservoir, and the Kelupu Reservoir.
- Intake Points:** Marked with yellow circles, including the Salim New Intake and the Durin Intake.
- Boosters Stations:** Marked with red circles, including the Sibu Booster Station, the Durin Booster Station, and the Kelupu Booster Station.
- Boundaries:** Dashed lines represent the boundary of the supply area.
- Geographical Features:** Rivers like the Salim River and the Durin River are shown in blue. Roads are shown in red. Other locations include Dintangor, Kelupu, Durin, and Kanowit.