



**MINISTRY OF DEVELOPMENT
NEGARA BRUNEI DARUSSALAM**

**BORNEO BULLETIN 'OPINION' PAGE:
'CALL FOR URGENT ACTION OVER WEEK-LONG WATER WOES'
23 APRIL 2025**

BANDAR SERI BEGAWAN
FRIDAY, 25 APRIL 2025

In reference to the letter written on the "Call for urgent action over week-long water woes" published in the opinion page of the Borneo Bulletin dated 23rd April 2025, the Ministry of Development would like to express our deepest regret for the inconvenience caused and would like to assure the public that we take this matter with utmost seriousness

The water disruption at the Simpang 74-73, Kampung Mata-Mata was primarily due to the multiple pipe leakages identified at Simpang 74-66 on the 12th and 13th of April 2025 and Simpang 52-55-30 on the 18th and 21st of April 2025, further affecting the water supply to various locations surrounding and within.

Immediate repair works were carried out on the same day the leakages were discovered. However, the recovery period for water supply took longer than anticipated due to two reasons: the presence of air trapped within the pipeline (airlock) after the repair works; and the need for the water supply system to stabilise and re-establish to optimal pressure levels across the distribution network.

Nevertheless, we would like to reassure the writer and all affected that the Ministry through the Department of Water Services remains very committed in its ongoing efforts and are actively working to improve the situation as well as mitigate such occurrences. Ongoing and planned measures includes:

1. Enhancing leak detection within the affected and surrounding areas.
2. Prompt repair of pipe leaks and replacement of aging pipelines.
3. Routine and post-repair flushing of pipelines to prevent and resolve airlocks.
4. Implementation of short and long term action plans specifically for Kg Mata-Mata and nearby areas.

The Ministry greatly appreciates the feedback as well as suggestions by the writer. We will remain dedicated in ensuring adequate water supply, improving the efficiency of water tanker delivery services and strengthening our communication strategies to better inform the public during such incidents.

Once again, the Ministry deeply regrets for the unfortunate circumstances experienced by the writer and all affected residents of Simpang 74-73, Kampung Mata-Mata area. We appreciate your patience and understanding.

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