

Penang water consumers encouraged to settle bills via myPBA

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GEORGE TOWN, Aug 26 -- Water consumers in Penang are encouraged to use the myPBA mobile app or myPBA web portal to settle their water bills without any additional transaction charges.

In a statement today, Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) chief executive officer, Datuk Jaseni Maidinsa said PBAPP was absorbing the RM0.60 per payment transaction charge that was previously paid by water consumers.

He said that in view of the COVID-19 pandemic, PBAPP promoted online water bill payment via e-banking or credit card through the app or web portal, the best and safest option for everyone.

“Consumers with iOS or Android devices may download the myPBA mobile app from the Apple App Store or Google Play Store, while those who prefer to use their personal computers may use their web browsers to visit <https://mypbaportal.pba.com.my> instead,” he said.

He also said that the myPBA app and web portal enabled viewing and payment for multiple water accounts with only one email registration.

“The app also allows consumers to lodge reports on water supply issues, view the effective capacities of Penang’s three major dams online, access a list of registered plumbers and find the nearest PBAPP customer service centre if they require assistance.

“Meanwhile, the myPBA web portal enables them to view and download their previous six water bills, view their water consumption trend for their last six bills and trace back their water account statements to 2018,” he added.