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Almost 600,000 domestic consumers in Penang to get free water, rebates

The state water company says the move is in line with new tariffs set by the state government in June.



Domestic water consumers in Penang are set to receive free water or rebates until December 2024, utility company Penang Water Supply Corporation (PBAPP) said.

In a statement released today, PBAPP said the move affects almost 600,000 domestic customers, with each household receiving the first 10,000 litres of water free of charge.

Additionally, the existing RM20 monthly rebate for large households comprising eight people or more with a maximum monthly income of RM2,250 will be extended to households with an income of up to RM5,000. It also said the rebate will be shown in bills issued by PBAPP from September to December 2024.

“Depending on the billing date, domestic consumers will see the rebate in bills issued in the Sept/Oct 2024 (RM12.40) and Nov/Dec 2024 (RM6.20) billing cycles,”

it said, advising customers who do not see the rebates in their bills during that period to contact PBAPP through its hotline or customer care centres.

“The rebate is in compliance with a directive issued by the Penang government in June 2024, following the implementation of the new 2024 domestic water rates in Penang as regulated by the federal government,”

PBAPP said, adding that it will cost the company RM11 million.

Meanwhile, the company said it was working to limit its bi-monthly billing timespan to a maximum of 63 days from October 2024, following consumer complaints.

“An investigation has confirmed that some domestic water consumers had been billed over their consumption for up to 67 days, since March 2024.

“This billing delay is due to the number of public holidays over the past six months and an increase in the meter reading workload.

“With immediate effect, PBAPP has decided to increase the overtime (pay) for meter readers to ensure that Penang water bills are issued on time. We will also employ more meter readers in the next six months,” it said.

According to PBAPP, starting from October, any domestic water consumer who receives a bill covering a timespan exceeding 63 days should visit their nearest customer care centre for a bill adjustment.