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Four agencies can't be used to pay PBAPP going forward



GEORGE TOWN: Penang's water consumers will no longer be able to pay their bills at Pos Malaysia, Paylink, MobilityOne and MBF, following the Penang Water Supply Corporation (PBAPP) refusal to continue absorbing commission charges levied by these collection agencies.

According to PBAPP CEO Datuk K. Pathmanathan, the corporation ended up forking out commissions ranging from 40 sen to 90 sen for each transaction that goes through these collection agents.

In a statement yesterday, he said the development stems from a directive by the National Water Services Commission (SPAN), which forbids PBAPP from passing on commission charges to end users.

"PBAPP has collaborated with these bill collection agencies for years, and last year, four of these agencies collected commissions for a total of 836,444 Penang water bill transactions, which represents 27% of the total recorded water bill payment transactions."

Pathmanathan said SPAN had announced in February that Penang water consumers could not be made to pay the commission, with several PBAPP appeals on the matter rejected by SPAN.

However, he said Penang water users still have options, such as myPBA mobile app, myPBA portal, JomPay Bill Code: 50385, Maybank2U and Easy Pay.

Alternatively, they can visit any of the nine PBAPP customer service centres..