

24.8.2020

PRESS STATEMENT

by **DATO' IR. JASENI MAIDINSA**

CEO, PBA Holdings Bhd and PBAPP

PLEASE CONSULT PBAPP'S CUSTOMER SERVICE CENTRES DIRECTLY ON PENANG WATER BILL ISSUES

- **Most billing issues arise from factors related to MCO operating procedures, bill estimates, billing cycles and increased household consumption during the MCO periods.**
- **PBAPP may only clarify specific billing issues on an individual basis, depending on specific factors.**

PENANG, Monday, 24.8.2020: Penang water consumers who are seeking clarifications on their Penang water bills during the Movement Control Order (MCO) periods should visit Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP)'s Customer Service Centres directly.

We understand that there may be some misunderstandings over bills for water consumption during the MCO and Conditional MCO (CMCO) from 18.3.2020 until 9.6.2020 because:

- PBAPP's meter reading operations were suspended, to ensure public safety, in the period 23.3.2020 – 31.5.2020;
- PBAPP issued estimated bills during this period;
- The estimated bills are then "deducted" when actual meter reading operations were resumed from 1.6.2020.
- Some bills may seem "higher" because these bills were issued for accumulated water consumption over a longer period of time, and not just one month.

Please note that in Penang, the water billing cycle for DOMESTIC premises is bi-monthly (or once every two months).

This is why consumers who are seeking clarifications on their water bills should consult PBAPP's Customer Service Centres directly.

Our customer care personnel will refer to each specific bill before they can trace, investigate and explain the specific factors related to that bill. This is the best way to resolve the issue. Our team have helped to resolve almost all the water bill issues raised since 1.6.2020.

PBAPP's 9 customer service centres in Penang are open (from 8.30am - 4.30pm, Mondays - Fridays): at Komtar, Rifle Range, Bayan Baru, Balik Pulau, Taman Selat, Perai Complex, Kepala Batas, Bukit Mertajam and Jawi.

For "contact-less" enquiries, water consumers may also call PBAPP's 24-hour Call Centre (tel. no: 04 255 8 255). Please have all your relevant details and documents at hand.

No Tariff Review, No New Charges in 2020

We seek the support and cooperation from all Penang water consumers to kindly understand that PBAPP's normal water billing protocols, procedures and operations were disrupted during the MCO periods.

Some Penang water bills may seem "abnormal" for the period 23.3.2020 - 1.6.2020 because this period of time was, in fact, an extraordinary period in the history of Penang and the world.

It is not, and it has never been, our policy to "over-bill" water consumers in Penang for continuous 24/7 water supply services during the MCO periods. Please allow me to also clearly state the following 3 key facts:

1. There is no water tariff review in Penang in 2020, so water tariffs remain the same as in 2019;
2. PBAPP has not changed its billing policy for water supply services in 2020, so there are no additional charges of any kind as compared to 2019; and

3. Some households in Penang may have consumed more water during the MCO periods because everyone strived to stay at home to stay safe from the global COVID-19 pandemic.

Thank You.

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