

27.4.2020

PRESS STATEMENT

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CEO, PBA Holdings Bhd and PBAPP

PBAPP LAUNCHES “CONTACTLESS” WATER BILLING INITIATIVE

- **PBAPP meter readers are delivering estimated bills to mailboxes.**
- **“Contactless billing” in support of social distancing.**
- **Best and safest option for water consumers is to pay online, via the “myPBA” mobile app or JomPAY (Biller Code: 50385).**

PENANG, Monday, 27.4.2020: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) has started issuing “estimated water bills” for water supply services in Penang.

The amounts payable for these estimated water bills are based on individual consumers’ billing records.

Since 21.3.2020, water meter reading operations in Penang have been suspended in support of the social distancing campaign to fight COVID-19.

As such, PBAPP meter readers have started delivering the estimated bills to Penang premises. Please note that **this is a “contactless billing” initiative**. Our meter readers will quickly place a bill in a mailbox and move on to the next premise, to minimise person-to-person contact. They will not step into any premise or make contact with any person in the premise.

Water consumers are advised to check their mailboxes over the next few days to retrieve their water bills.

ONLINE payments are the best options to pay Penang water bills

Penangites have been advised to continue staying home to stay safe during the Movement Control Order (MCO) Phase 4 period (29.4.2020 to 12.5.2020).

As such, online payment options are the best options, in terms of safety and convenience, to pay water bills in Penang.

PBAPP offers two convenient options for online payments:

1. “myPBA” mobile app (for mobile phones and tablets)

The “myPBA” mobile app may be downloaded from the Apple App Store or Google Play Store. Users who register their bill account will be able to view the amount payable on the app; and make payment immediately by following the instructions shown in the app.

2. JomPAY (Biller Code: 50385)

Water consumers who have received hard copies of their water bills may also make payment directly by logging in to their Internet-banking accounts and using the JomPAY facility. The JomPAY biller code for PBAPP is “**50385**”.

Consumers who have not received hardcopies of their water bills may also view soft copies online:

- Visit www.pba.com.my;
- Click on the “Online Services” tab;
- Register as a user;
- Click on the “View Bill” tab; and
- Input the relevant details to view the bill.

CASH payment options

Consumers who do not have Internet-banking access may pay their Penang water bills, by cash, at 9 PBAPP Customer Service Centres, which will be re-opened from 29.4.2020. These centres will be open from **9.00am – 1.00pm, from Mondays to Fridays**:

- Komtar;
- Balik Pulau;
- Bayan Baru;
- Bukit Mertajam;
- Jawi;
- Kepala Batas;
- Perai Complex;
- Rifle Range; and

- Taman Selat.

Cash payments may also be made at Pos Malaysia, Paylink kiosks, Bank ATMs and authorised collections agencies such as Happy Mart.

PBAPP would like to advise water consumers to kindly abide by social-distancing regulations while seeking to make cash payments.

PBAPP is upholding its decision to not carry out any meter clamping or water supply disconnections during Phase 4 of the MCO (29.4.2020 to 12.5.2020). We are doing this to fully support Penang's fight against COVID-19. Our aim is to ensure that Penang families continue to stay safe as they stay at home.

Nevertheless, we seek the kind cooperation of Penang water consumers to kindly settle their water bills on-time, to avoid any misunderstandings after the MCO is lifted.

Moreover, PBAPP must manage its cashflow efficiently as we continue to focus on ensuring continuous good water supply services for 631,250 registered water consumers.

For more information or assistance on your Penang water bill, please call the PBAPP 24-hour Call Centre (tel. no: 04 255 8 255).

Thank You.

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