

30.3.2020

PRESS STATEMENT

by **DATO' IR. JASENI MAIDINSA**
CEO, PBA Holdings Bhd and PBAPP

MCO EXTENSION UNTIL 14.4.2020: PBAPP EXTENDS CLOSURE OF PUBLIC RECREATION AREAS AND SUSPENSION OF NON-CRITICAL SERVICES

From now to 14.4.2020:
<ul style="list-style-type: none"> • Air Itam Dam, Bukit Dumbar Recreation Park and Teluk Bahang Dam will remain closed to the public.
<ul style="list-style-type: none"> • All 9 PBAPP Customer Service Centres will remain closed.
<ul style="list-style-type: none"> • No water meter readings in Penang.
<ul style="list-style-type: none"> • No meter clamping/water supply disconnections in Penang.
<ul style="list-style-type: none"> • No processing of new water supply applications.

PENANG, Monday, 30.3.2020: To fight COVID-19, Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) is complying fully with Federal Government directives to ensure safe social distancing in Penang.

On 25.3.2020, the Prime Minister announced the extension of the Movement Control Order (MCO) to 14.4.2020.

PUBLIC SAFETY COUNTER-MEASURES

As such, public recreation areas such as the Air Itam Dam, Bukit Dumbar Recreation Park and Teluk Bahang Dam will remain closed from now to 14.4.2020.

PBAPP's 9 Customer Care Centres will also remain closed from now to 14.4.2020. Penang water consumers may pay their water bills online via the following channels:

- "myPBA" app (downloadable from the Apple App Store and Google Play Store).
- JOMPAY (biller code: 50385).

- Cash payments via Pos Malaysia, Paylink kiosks, ATMs and authorised collection agencies, such as Happy Mart.

To optimise safety, we encourage water consumers to use the myPBA app or JOMPAY to make online payments from the safety of their homes.

No PBAPP meter reader will visit any premise in Penang during the MCO extension period. All PBAPP bills to be issued for water consumption at this time will be based on estimates.

Meter clamping and disconnection of water supply operations are also temporarily suspended from now to 14.4.2020, because everyone must have water supply as they stay home to fight COVID-19.

No new water supply applications will be processed until the MCO extension period is over because PBAPP is focusing on its core responsibility of sustaining continuous water supply services, 24/7, for 631,250 registered water consumers in Penang.

FOCUS ON CRITICAL OPERATIONS

Day-to-day water supply in Penang will NOT be affected by our public safety counter-measures. PBAPP will continue to focus on the following critical water supply operations:

Critical Operations		Status
1	Raw water abstraction	Fully operational, 24/7
2	Water treatment	Fully operational, 24/7
3	Water distribution to 631,250 water consumers in Penang	Fully operational, 24/7
5	Pipe repair works	Fully operational, 24/7
4	Water supply reconnection	Fully operational, 24/7
6	24-Hour Call Centre	Fully operational, 24/7

PBAPP personnel are working, day and night, to supply water to homes throughout the State of Penang during the MCO period.

Please use the water wisely to wash your hands often and carefully. Use it to maintain good personal and home hygiene.

Most importantly, please bear in mind that social distancing is the most effective preventive measure in our fight against COVID-19.

Stay home to stay safe.

Thank You.

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