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Media Release

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

“SAFE” ONLINE PAYMENT OF PENANG WATER BILLS, NOW WITH NO EXTRA CHARGES

- **PBAPP is absorbing transaction charges for online payments via the “myPBA” mobile app and the “myPBA Web Portal”.**
- **Minimum payment for online payments (via e-banking or credit card) is RM5.00.**

PENANG, Thursday, 26.8.2021: Penang water consumers may now pay their water bills via the “myPBA” mobile app or “myPBA” web portal (which is accessible via web browsers) without any additional transaction charges.

Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) is absorbing the RM0.60 per payment transaction charge that was previously paid by water consumers.

PBAPP’s primary objective for absorbing the RM0.60 payment transaction charge is to encourage as many water consumers as possible to settle their water bills online. In view of the Covid-19 pandemic, we encourage online water bill payment as the best and safest option for everyone.

Payments can be made via **e-banking or credit card** via the “myPBA” mobile app or “myPBA” web portal.

Kindly note that a minimum payment of RM5.00 is applicable for all transactions via “myPBA” mobile app or “myPBA” web portal.

“myPBA” Mobile app and “myPBA” Web portal

Consumers with iOS or Android devices may download the “myPBA” mobile app from the Apple App Store or Google Play Store.

The “myPBA” app enables **viewing and payment for multiple water accounts with one email registration**. The app also allows consumers to lodge reports regarding water supply issues, view the effective capacities of Penang’s 3 major dams online, access a list of registered plumbers and find the nearest PBAPP customer service centre if they require assistance.

Moreover, the app also keeps users updated on the status of water supply services in Penang, through access to PBAPP media releases, news reports and regular updates on waterworks and pipeline repair operations.

Consumers who prefer to use their personal computers may use their web browsers to visit the “myPBA” web portal” (<https://mypbaportal.pba.com.my>) instead. **This web portal also enables viewing and payment for multiple water accounts with one email registration.**

Registered users of the “myPBA web portal” may view and download their previous 6 water bills, view their water consumption trend for their last 6 bills and trace back their water account statement to 2018.

Penang water consumers may find out more about the “myPBA” mobile app or the “myPBA web portal” by visiting our website (www.pba.com.my).

They may also call our 24-hour Call Centre (tel. no: 04 255 8 255) for enquiries and assistance.

Thank You.

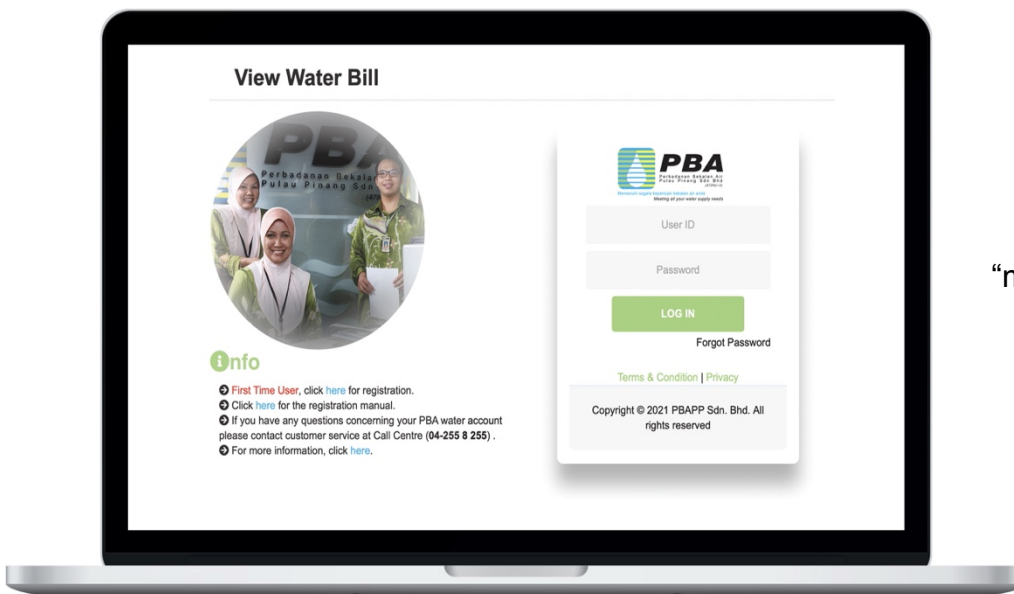
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APPENDIX A:

Penang water consumers may now settle their Penang water bills via the “myPBA” mobile app and “myPBA” web portal without transaction charges.



“myPBA” Mobile App



“myPBA” Web Portal