

6.6.2024

Media Release

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CEO, PBAHB and PBAPP.

## **NO CHARGES FOR FIRST 10m<sup>3</sup> IN BI-MONTHLY PENANG DOMESTIC WATER BILLS UNTIL 31.12.2024**

- **597,000 Penang domestic water consumers will enjoy savings of RM6.20 per water bill x 3 bi-monthly water bills.**

PENANG, Thursday, 6.6.2024: PBAPP will not bill Penang domestic consumers for the first 10m<sup>3</sup> (10,000L) in each bi-monthly domestic water bill from 1.7.2024 to 31.12.2024, as per the directive from the Penang State Executive Council.

Domestic water bills in Penang are billed on a bi-monthly basis.

The first 10m<sup>3</sup> of water consumed by domestic consumers will not be charged in bills issued in the period from 1.7.2024 to 31.12.2024.

Penang domestic water consumers who use more than 10m<sup>3</sup> in 2 months will save RM6.20 per bill x 3 bi-monthly bills. The total savings for each domestic water consumer will be RM18.60 in the specified 6-month period.

As at May 2024, there are about 597,000 registered domestic water consumers in Penang. The projected impact on PBAPP's revenue in the period from 1.7.2024 – 31.12.2024 will be about RM11 million.

Please refer to the scenarios for the tariff calculation:

<b>Scenario 1</b>	<b>Rate</b>	<b>RM</b>
Total consumption : 21m <sup>3</sup> (2 months - 1 cycle)		
10.5m <sup>3</sup>	0.62	6.51
<b>Total bill (Bi-monthly) (RM 6.51 x 2 months)</b>		<b>13.02</b>
10m <sup>3</sup> Rebate	0.62	(6.20)
<b>Total water bill</b>		<b>6.82</b>

Scenario 2	Rate	RM
Total consumption : 50m <sup>3</sup> (2 months - 1 cycle)		
20m <sup>3</sup>	0.62	12.40
5m <sup>3</sup>	1.17	5.85
		18.25
<b>Total bill (Bi-Monthly) (RM18.25 x 2 months)</b>		<b>36.50</b>
10m <sup>3</sup> Rebate	0.62	(6.20)
<b>Total water bill</b>		<b>30.30</b>

This temporary “no charge for the first 10m<sup>3</sup>” measure is only applicable for domestic water consumption in Penang in the specified period. It does not apply to the following 4 other categories of water consumption:

- Non-domestic;
- Domestic bulk meter;
- Shipping; and
- Houses of worship and welfare institutions.

#### EXPANDING THE “MESRA KELUARGA” REBATE SCHEME COVERAGE

PBAPP will also expand the coverage of its “Mesra Keluarga” rebate scheme for large households (8 people or more) as follows:

Before 1.7.2024	From 1.7.2024
RM20 rebate off domestic water bills for qualified large households with a maximum household income of RM2,250 per month.	<b>RM20 rebate off domestic water bills for qualified large households with a maximum household income of RM5,580 per month.</b>

Criteria for the application:

1. Big Households with 8 persons or more living in the same house (all persons to have same address in IC).
2. B40 Household income of RM5,580 and below (Household Income for absolute poor category according to Household Income Survey Report Penang 2022).
3. Documents such as IC, PBAPP bill, TNB bill and income/salary slip to be verified by MPKK, Penghulu or Pejabat Daerah.

Application form is available on PBAPP website and all PBAPP customer service counters.



Domestic water consumers seeking clarifications are kindly requested to contact the PBAPP 24-Hour Call Centre (tel. no. 04 255 8 255).

Thank You.

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