

22.2.2024

## Media Release

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CEO, PBAHB and PBAPP.

### **VIRAL VIDEO ON “DIRTY HOTEL WATER” DATED MAY 2023: NO REPORT FILED, NO REFERENCE FOR INVESTIGATION**

PENANG, Thursday, 22.2.2024: PBAPP is concerned about a TikTok video by a couple of tourists who claimed that they did not bathe in Penang for 3 days because the tap water in their hotel room was dirty.

However, we have no basis or reference to start an investigation because:

1. The video was posted in May 2023, about 9 months ago.
2. PBAPP has not recorded any report from a hotel about poor water quality in May or June 2023.
3. PBAPP does not know which hotel the couple was complaining about.
4. PBAPP does not know the location of the hotel (by district or area).
5. Tourists are not registered as water consumers in PBAPP’s database. The hotel in which they were staying is the registered water consumer.

Without an investigation, PBAPP cannot ascertain if the alleged “dirty tap water” was caused by PBAPP or the hotel’s internal reticulation system (pipes, water tank and/or water filtration system).

### **Water consumers’ internal reticulation systems**

Please note that PBAPP is responsible for water quality until the “meter position” for any premise owned or rented by a water consumer.

The meter position refers to the location of the PBAPP water meter which is installed to record water consumption in a private premise. It is where PBAPP meter readers record their readings.

**All plumbing systems that channel water supply into a premise after the meter position are internal reticulation systems.** The internal pipes, pumps, water tanks and filters of a private premise belong to the owner and/or occupier of the premise. As such, the responsibility of properly maintaining internal reticulation systems rest with the owners and/or occupiers, and NOT PBAPP.

PBAPP is NOT responsible for water supply issues that occur due to poorly maintained internal reticulation systems, including leaks, dirty water, no water and/or low water pressure.

### **Please file a report**

PBAPP seeks the kind cooperation of Penang water consumers who are experiencing dirty or murky water.

Please help us to help you. Please file a report.

PBAPP investigates all reports. PBAPP will let you know if the cause is related to a public water supply problem or an internal reticulation problem.

If the issue is related to PBAPP distribution pipelines before the meter position, we will take remedial action at our cost. If the issue is related to your internal reticulation system, you will have to take the appropriate actions.

You may file a report through the following channels of communication:

- PBAPP 24-hour Call Centre (tel no. 04 255 8 255)
- myPBA app (download from the Apple App Store or Google Play Store)
- PBAPP Customer Service Centres
- Email to [customer@pba.com.my](mailto:customer@pba.com.my)

We need your name, address and account number to initiate an investigation.

Thank You.

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