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Media Release

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CEO, PBAHB and PBAPP.

PENANG DOMESTIC WATER REBATES WILL BE SHOWN IN SEPTEMBER 2024 TO DECEMBER 2024 WATER BILLS

- **RM6.20 off first 10 cubic metres (m³) of domestic consumption in their bi-monthly water bills over a 6-month period. Total rebate is RM18.60.**
- **This Penang State Government mandated rebate will benefit 597,705 domestic consumers.**
- **Projected impact for PBAPP: RM11 million.**

PENANG, Tuesday, 27.8.2024: The RM11 million water bill rebate for Penang domestic consumers will be shown in bills issued by PBAPP from September 2024 to December 2024.

All domestic water consumers in Penang will not be charged for the first 10m³ (10,000L) of consumption in their bi-monthly water bills over a 6-month period (July – December 2024). This is in compliance with a direction issued by the Penang State Government in June 2024, following the implementation of the new 2024 domestic water rates in Penang as regulated by the Federal Government.

This rebate will benefit 597,705 Penang domestic water consumers. Each domestic consumer will save a total of RM18.60.

The rebate is for domestic consumers only. It is not applicable to non-domestic consumers, domestic bulk consumers, shipping consumers or houses of worship and welfare institutions.

Depending on billing date, domestic consumers will see the rebate in bills issued in the September/October 2024 (RM12.40) and November/December 2024 (RM6.20) billing cycles.

Domestic consumers who do not see the rebate in their bills are kindly requested to contact the PBAPP 24-Hour Call Centre (tel. no: 04 255 8 255) or any of our 9 Customer Care Centres in Komtar, Balik Pulau, Bayan Baru, Bukit Mertajam, Jawi, Kepala Batas, Perai Complex, Rifle Range and Taman Selat.

“Big family” rebates (RM20 per water bill)

Large households (8 people or more) with a maximum household income of RM5,580 per month are also eligible for a RM20 rebate off their bi-monthly domestic water bill.

Qualified households will see this “family-friendly rebate” in their domestic water bills from September 2024. Those who wish to apply for this rebate may visit the nearest PBAPP Customer Care Centre.

Bi-monthly billing timespan limited to 63 days

In response to public complaints, PBAPP is making adjustments to limit its bi-monthly billing timespan to a maximum of 63 days from October 2024. The 63-day limit is to accommodate public holidays and off-days that may occur at month-ends.

An investigation has confirmed that some domestic water consumers had been billed for consumption in a timespan of up to 67 days, since March 2024.

This “billing delay” is due to the number of public holidays over the past 6 months and an increasing meter reading workload. In June 2024, PBAPP was serving a total customer base of 696,910 water consumers throughout the State of Penang.

With immediate effect, PBAPP has increased overtime claim allocations for meter readers to ensure that Penang water bills are issued on time. We will also employ more meter readers in the next 6 months.

From 1.10.2024, any domestic water consumer who receives a bill covering a timespan exceeding 63 days is kindly requested to visit the nearest PBAPP Customer Care Centre for a bill adjustment.

Thank You.

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