

• Safer • More Convenient • Faster • Customer-friendly



CASHLESS PAYMENT for Penang Water Bills

- Pay your Penang water bill safely via cashless payment using a credit card, debit card and/or a “QR Pay” mobile app at any PBAPP Customer Care Centre counter.
- Better still, you can pay your water bill from home, via the “myPBA” app (from the Apple App Store or Google Store), “myPBA” online portal or JomPAY.



Level 32, KOMTAR, Jalan Penang, 10000 George Town,
Pulau Pinang, Malaysia.
24-hour Call Centre : 04 255 8 255
Email : customer@pba.com.my | www.pba.com.my



**2025 PER CAPITA DOMESTIC
CONSUMPTION TARGET FOR PENANG**



Penang's per capita domestic water consumption was 261 LCD in 2024.

PBAPP has set a reasonable target of “250 LCD (litres/capita/day) for 2025” because:

- 261 LCD in 2024 is higher than the national average of 237 LCD and much higher than the 141 LCD reported by Singapore in 2023.
- Penang's water consumption has increased from 813 million litres per day (MLD) in 2014 to 870 MLD in 2024.
- Domestic consumption accounted for 54% of total consumption in Penang in 2024.
- Climate change has caused rainfall in dam water catchment areas to be unpredictable and inconsistent. As such, our risks of facing a water crisis during prolonged dry spells and El Niño phenomena are high.
- Penang must have sufficient water to achieve the “Penang2030” vision of becoming “a family-focused green and smart state that inspires the nation.”



Water Saving Tips

Please think about saving money off your water bill. Actually, reducing your per capita domestic consumption to 250 LCD in 2025 is not difficult. Just adopt and practise the following simple water saving tips:

- **Do not leave a tap running.** Open the tap only when you are ready to rinse.
- **Teach your children to shut the tap properly.** They can help you to save water.
- **Do not use a hose to water your garden or plants.** Please use a watering can instead.
- **Do not use a hose to spray water when cleaning your car or motorcycle.** Please use a bucket, sponge and/or cloth instead.
- **Wash your vehicle less frequently.** If possible, just wipe off the dirt.
- **Do not leave a water leak unattended.** Please repair all leaking pipes, taps and faucets immediately.
- **Do not use a hose to clean your home or house yard.** Please use a mop, broom, dust pan and vacuum cleaner instead.
- **Please install “water saving devices” (WSDs) that will help you to save water with every use.** WSDs include tap and shower fittings, dual-flush toilet systems and washing machines.
- **Do not flush rubbish down the toilet.** Please throw waste materials into rubbish bins.

Please call the **PBAPP 24-HOUR CALL CENTRE (04 255 8 255)** to report roadside pipeline leaks immediately.



In 2024, about 1.8 million Penangites consumed an average of 471 million litres of water per day (MLD).

If every Penangite reduces his/her per capita domestic consumption from 261 LCD in 2024 to 250 LCD in 2025, Penang will “save” about 19.8 MLD.

- 19.8 MLD can fill 13.2 million 1.5L (large) drinking water bottles or 8 Olympic-size swimming pools every day.
- By saving 11 LCD per day (using 4.2% less water at home), you will help to reduce Penang’s water risks, ensure water supply sufficiency during prolonged dry seasons and support the realisation of the “Penang2030” vision.





As Penang marches on towards the “Penang2030” vision, it will need more water supply to support healthy lifestyles for more people and build a brighter future.

Penang consumed about 870 MLD of treated water in 2024. Consumption is projected to reach 1,103 MLD in 2030, 1,356 MLD in 2040 and 1,568 MLD in 2050.

In 2024, PBAPP produced an average of 1,208 MLD of treated water in Penang. With a non-revenue water (NRW) percentage of 28%, the actual billed consumption was 870 MLD.

Projecting ahead with a consistent NRW percentage of 28%:

- By 2030, PBAPP must supply 1,532 MLD to meet consumption of 1,103 MLD.
- By 2040, PBAPP must supply 1,884 MLD to meet consumption of 1,356 MLD.
- By 2050, PBAPP must supply 2,178 MLD to meet consumption of 1,568 MLD.

PBAPP and the Federal Government will undertake 13 new water supply projects with a projected total investment of RM6.6 billion to meet Penang’s future water demand.

These projects include:

- PBAPP’s 6 Water Contingency Plan 2030 (WCP 2030) projects to increase maximum water treatment capacity by 478 MLD in Seberang Perai and pump more water from the Sungai Dua Water Treatment Plant to Penang Island;
- 6 Federal Government projects to reduce water risks during prolonged dry seasons; and
- The “Perak-Penang Water Project” that enable Penang to buy about 250 MLD of treated water from Perak.

While PBAPP is managing water supply for the future, it is equally important for Penangites to manage their own water demand.

Water supply infrastructure that cost billions of ringgit will have an impact on future Penang water rates that will be paid by Penang water consumers.

On the other hand, by using water wisely, Penang water consumers may save money off their water bills and help to moderate future water rates.