

9/2/2015

Press Statement
by **Ir. Jaseni Maidinsa,**
CEO, PBA Holdings Bhd, and General Manager, PBAPP.

PBAPP Rejected POS' RM1.50 Per Water Bill Proposal

- **Recently, Pos Malaysia (POS) wanted to increase its agency collection fee for Penang water bills to RM1.50 per bill.**
- **In Kedah, SADA dropped POS as a collection agency for water bills when POS tried to impose the RM1.50 fee.**
- **In 2013, PBAPP's domestic water subsidies for 75% of domestic water consumers amounted to RM67.5 million.**

PENANG, 9/2/2015, Monday: Pos Malaysia (POS) had wanted to increase its Penang water bill collection fee by 66.7%, from RM0.90 to RM1.50 per bill, and PBAPP rejected the proposal.

However, PBAPP continues to allow POS to collect Penang water bills for the convenience of Penang consumers. However, POS imposes a RM0.90 per bill fee for payment at post offices.

In Kedah, Syarikat Air Darul Aman (SADA) has already removed POS from its list of collection agencies for water bills after POS tried to impose the RM1.50 per bill collection fee. This means that Kedahans can no longer pay for their water bills at post offices.

Meanwhile, in Penang, consumers may pay for their water bills at any post office. In fact, they can pay at any post office in Malaysia. Regardless of which post office you pay in, POS' charges RM0.90 per bill.

There is a rumour that there is no POS fee if you pay a Penang water bill at an out-station post office. We would like to clarify that this is NOT TRUE. POS' RM0.90 fee will be charged, and will appear in the consumer's NEXT WATER BILL.

Please understand that PBAPP is sustaining the lowest water tariffs in Malaysia for domestic consumption of up to 35,000 liters per month, for the benefit of all residents in Penang. Sustaining the lowest domestic tariffs in Malaysia requires subsidies.

In 2013, PBAPP's domestic water SUBSIDY AMOUNTED TO RM67.5 MILLION for the benefit of 471,466 domestic water consumers in Penang.

While continuing to provide such a high subsidy for the benefit of Penang domestic consumers, PBAPP no longer “double subsidises” consumers who pay water bills at post offices. Please remember that the RM0.90 per bill service fee is only charged by POS and not by PBAPP or any other collection agency.

As such, domestic water bills for the majority of Penangites will still be much lower than bills for electricity, telecommunications, Internet access and satellite TV. As PBAPP’s collection is significantly lower than that of other utilities, and there is a limit to its subsidies.

Please refer to Appendix A.

With these considerations in mind, PBAPP seeks the understanding and cooperation of Penang’s thrifty water consumers to settle water bills WITH NO SERVICE FEE at these collection centres:

- PBAPP’s nine Customer Care Centres at Komtar, Balik Pulau, Bayan Baru, Bukit Mertajam, Jawi, Kepala Batas, Prai Complex (Phase 4, Prai Industrial Estate), Rifle Range and Taman Selat (Butterworth); and
- All TNB, MPPP, MPSP, PDC and Telekom Malaysia collection centres.

Alternatively, you may settle your water bill via the Internet banking using the “PBAPP Online” and “PBAPP Prepaid” payment facilities. For more information or assistance, please visit www.pba.com.my or visit the nearest PBAPP Customer Care Centre.

Thank You.

Ir. Jaseni Maidinsa,
CEO, PBA Holdings Bhd, and General Manager, PBAPP.

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Contact : Syarifah Nasywa bt Syed Feisal Barakbah
Corporate Communications Unit
Tel : 04-201 3231
Email : syarifah@pba.com.my

APPENDIX A

COMPARISON OF WATER BILL WITH OTHER UTILITY BILLS

As tabled by the Dato' Teoh Yen Hua, former CEO of SPAN, at the "Regulatory Leaders Dialogue, the National Water and Utilities Summit 2010."

Type	Cost/Unit	Average Bill per month (RM)
Water Bill¹	30,750 litres per month	26.14 (K. Lumpur) 8.92 (P. Pinang)
Electricity Bill ²	Tariff A for an average of 565 kWh per month	167.57
Hand Phone Bill	RM101.00 per person per month	404.00 ³
Internet Charges & Household Phone	RM90.00 per month - 512 kbps (2013: RM110.00 per month – 1Mbps)	90.00 ⁴
Satellite TV	<ul style="list-style-type: none"> • Minimum – RM37.95 • Maximum – RM139.95 (2013: RM155.00) 	82.00 ⁵

1. Water bill for a family of 5 persons (205 lcd)
2. 6,780 kWh/per year (565 kWh/per month) based on a study conducted by CETDEM in relation to the average electricity bill for a two-storey household in Petaling Jaya
3. Consumption by a four-person family based on Celcom's ARPU for 2009
4. "Streamyx Combo Package" (Internet dan land line charges)
5. Astro consumers ARPU – based on MIDF research (2009)