

**24 June 2015**

**PRESS STATEMENT**

by Ir. Jaseni Maidinsa,  
Chief Executive Officer, PBA Holdings Bhd (PBAHB) and  
Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP)

**RM74.77M SUBSIDY FOR PENANG'S DOMESTIC WATER CONSUMERS**

WEDNESDAY, 24/6/2015: PBAPP provided a total subsidy of RM74.77 million for all domestic water consumers in Penang in 2014.

This subsidy is automatically given to all 484,118 domestic water consumers. Every household in Penang is being subsidised for domestic consumption of the first 35,000 litres per month.

This is the price for sustaining the most people-friendly domestic tariffs in Malaysia at RM0.32 per 1,000 litres for the first 35,000 litres per month. In other words, PBAPP is “sponsoring” domestic water supply in Penang so that 1.65 million people can enjoy people-friendly tariffs.

Meanwhile, in 2014/2015, PBAPP provided a sponsorship of RM6.0 million to the Football Association of Penang (FAP). In comparison, the domestic water subsidy in 2014 was about 12.5 times higher at RM74.77 million.

As such, there should be no doubt that PBAPP is “giving” much more to all Penang households than to the FAP. Moreover, it is PBAPP’s corporate responsibility to support the growth of sports and the promotion of healthy lifestyles in Penang.

**RM0.90 Service Fee is a Pos Malaysia issue**

With regard to the RM0.90 Pos Malaysia (POS) service fee, we would like to reiterate that PBAPP does NOT charge a *sen* for water bill collection.

This RM0.90 fee is charged by POS, billed by POS and collected by POS. Any consumers who are unhappy with POS’ RM0.90 fee has the right to raise the issue with POS.

Please note that in some other states, including Kedah, water consumers can no longer pay water bills at post offices or some other third party bill collection centres. Apparently, other water supply operators also cannot afford to absorb the costs of “service fees” charged by POS and other agencies.

In Penang, PBAPP is being reasonable. We still provide consumers with the option of paying water bills at post offices for the sake of convenience. However, POS' RM0.90 per bill fee will be billed to consumers who use POS' services.

### **PBAPP and Other Agencies Do Not Charge RM0.90**

Please note that domestic water bills in Penang are very much lower than electricity bills, satellite TV bills and Internet access bills. The average bi-monthly (once every two months) domestic water bill in Penang for 75.3% of households is RM22.60 or less.

In monthly terms, more than 7 out of every 10 households in Penang pay only RM11.30 or less for water supply.

Our domestic water bills for the majority of Penang households are the most people-friendly in Malaysia. As such, it makes no sense for anyone to pay the additional RM0.90 POS fee.

**With this in mind, PBAPP would like to reiterate that no service fees are being charged for the payment of Penang water bills at:**

- **PBAPP's nine Customer Care Centres at the following locations:**
  - **KOMTAR**  
L4, ICT, Phase 1B, Level 4  
Jalan Penang  
10000 Pulau Pinang
  - **KEPALA BATAS**  
2160, Kompleks Pentadbiran Bertam,  
Jalan Bertam 1,  
13200 Kepala Batas, Seberang Prai
  - **BALIK PULAU**  
1346, Jalan Sungai Pinang,  
11000 Balik Pulau, Pulau Pinang
  - **PERAI COMPLEX**  
No. 1111, Tingkat Perusahaan 6-D,  
Kawasan Perindustrian Perai IV,  
13600 Perai, Pulau Pinang
  - **BAYAN BARU**  
i-Avenue No 1-1-16 & 1-1-17,  
Medan Kampung Relau 1,  
11900 Pulau Pinang
  - **RIFLE RANGE**  
36, Jalan Padang Tembak  
Air Itam, 11400 Pulau Pinang
  - **BUKIT MERTAJAM**  
Wisma Hock Teik, 1378, Jalan Ciku,  
14400 Bukit Mertajam, Pulau Pinang
  - **TAMAN SELAT**  
No. 77, Taman Selat,  
Jalan Bagan Luar,  
12000 Butterworth, Pulau Pinang
  - **JAWI**  
Kompleks PBAPP Jawi,  
1830, Jalan Changkat,  
14200 Sungai Jawi,  
Seberan Perai Selatan



Memenuhi segala keperluan bekalan air anda  
*Meeting all your water supply needs*

- **All TNB, MBPP, MPSP, PDC and Telekom Malaysia collection centres.**

Water consumers who have e-banking accounts may also save time, as well as transportation costs and parking fees, by paying via the “PBAPP Online” e-payment facilities established with nine major Malaysian banks. Please visit [pbapp.com.my](http://pbapp.com.my) to find out more about “PBAPP Online”.

Thank You.

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Issued by Perbadanan Bekalan Air Pulau Pinang Sdn Bhd.

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