

4th December 2017

MEDIA RELEASE 2:

PENANG CHIEF MINISTER: THUMBS UP TO PBAPP FOR EMERGENCY RESPONSE PUBLIC SERVICES

- **YAB Tuan Lim Guan Eng commends PBAPP for its emergency response public services in the aftermath of the 5/11/2017 storm.**
- **PBAPP successfully completed 7 emergency response operations in 11 days after the storm.**
- **As part of the “Pulau Pinang Bangkit” Aid Campaign, PBAPP will provide about RM15 million in water bill discounts to Penang water consumers that will be shown in bills issued in January, February and March 2018.**

PENANG, Monday (4/12/2017): Penang Chief Minister YAB Tuan Lim Guan Eng commended Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) today for its emergency response to the violent storm that hit Penang on 5/11/2017.

“I would like to take this opportunity to thank and commend the PBAPP team for their rapid emergency responses in support of storm recovery efforts in November 2017,” he said at the launching ceremony of the new PBAPP 24-hour Call Centre in the Komtar today.

YAB Tuan Lim said that PBAPP successfully completed the following operations in the period 5/11/2017 – 15/11/2017:

1. Normalisation of water supply for thousands of consumers in the Jesselton, Pulau Tikus and Waterfall areas after repairing storm damage at 3 water treatment plants on 5/11/2017;
2. Deployment of 16 personnel from the 60th Water Specialist Regiment, Royal Army Engineers Regiment, Penang Squadron, to assist flood victims in Tasek Gelugor, Jalan Air Itam, Jalan Perak and the Taman Free School flats areas on 5/11/2017;

3. Normalisation of water supply for thousands of consumers in the Farlim housing area following a TNB power failure that affected the Farlim pump house on 6/11/2017;
4. Normalisation of water supply for hundreds of consumers in the Pearl Hill and Jalan Cheah Phee Cheek areas due to a pump house pipe failure on 8/11/2017;
5. Providing water tanker support during “Hari Sukarelawan Penang Bangkit” at Padang Lalang in Seberang Perai and Patani Road in George Town, on 11/11/2017;
6. Restoration of water supply for 2,214 apartments in the Green Garden Apartments compound, Paya Terubong, on 11/11/2017; and
7. Normalisation of water supply in all areas on Penang Hill after repairing the water supply system and relaying 50mm pipelines damaged by landslides on 15/11/2017.

“At the same time, PBAPP also worked with MPSP to initiate emergency slope protection works at two water tank locations, in Taman Tanah Aman and Taman Seri Remia, Seberang Prai Tengah, from 10/11/2017,” he said.

“Pulau Pinang Bangkit” Water Bill Discounts

YAB Tuan Lim noted that PBAPP also stepped up to provide about RM15 million in water bill discounts to all Penang water consumers, as part of the Penang State Government’s RM105 million ‘Pulau Pinang Bangkit’ Aid Campaign.

For domestic water consumers, PBAPP is providing a 50% discount off water bills and a 100% discount off the Water Conservation Surcharge, or WCS. The discount is valid for one bi-monthly billing cycle. Domestic consumers who receive water bills for the bi-monthly cycle will see the discount in their next bill in February or March 2018.

For trade consumers, PBAPP is providing a 25% discount off water bills for two months, regardless of whether the trade consumer is billed on a monthly or a bi-monthly basis.



PBA

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Trade consumers who are billed on a monthly basis will see the discount in their next water bills for the months of January and February 2018. Meanwhile, trade consumers who are billed on a bi-monthly basis will see the discount in their next bills: in February 2018 or March 2018.

“The total projected value of PBAPP’s ‘Pulau Pinang Bangkit’ water bill discount is about RM15 million. This is a large sum of money, but it is a meaningful corporate social responsibility (CSR) gesture that reflects PBAPP’s willingness to lend a hand when Penangites need assistance,” YAB Tuan Lim said. “Please join me to record a round of applause for PBAPP.”

Issued by : Puan Syarifah Nasywa bt Syed Feisal Barakbah
Corporate Communications Unit
Tel : 04-200 6607
Email : syarifah@pba.com.my