

App all set to make waves

Water consumers can pay bills and lodge reports via smart feature



PBAPP customer services secretary S. Shakunthala Devi explaining the myPBA app to visitors after the launching ceremony at Komtar, Penang.

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REGISTERED water consumers in Penang can now use the myPBA app to pay their water bills, lodge reports as well as access the latest information and notices on water supply services.

Penang Water Supply Corporation (PBAPP) chief executive officer Datuk Jaseni Maidinsa said the two primary objectives for launching the myPBA app were connectivity and customer convenience.

"The app is the corporation's latest customer care innovation for the benefit of our registered water consumers in Penang.

"We have 589,797 water consumers. We know that in today's connected world, many Penangites enjoy using the latest smartphones and tablets on a daily basis.

"As such, we launch the app for smart devices to enable our customers to connect more effectively with us," he said during the app launching in Komtar on Monday.

At the launching ceremony, Chief Minister Lim Guan Eng commended the PBAPP's management team for creating and launching the smart app to improve interactivity with their customers.

Lim added that the app allowed users to view their water accounts online and make payments from anywhere.

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Datuk Jaseni Maidinsa

Malaysia

Penang launches 'myPBA' app on water supply services

BY OPALYN MOK
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Penang Chief Minister Lim Guan Eng (left) and Jaseni Maidinsa (second from left) at the launch of the myPBA app on February 6, 2017. — Picture by Opalyn Mok

GEORGE TOWN, Feb 6 — The Penang Water Supply Corporation (PBAPP) launched today a "myPBA" app for Penang consumers to access the latest information on water supply services.

The app, which is available for immediate download from the Google Play Store and the Apple App Store, will also allow consumers to make payment for water bills and lodge reports directly to PBAPP.

The app has five key functionalities that include online water supply accounts, mobile payment of water bills, reporting of burst pipes or other water supply issues, access to PBAPP public notices and also access to all information and news on water supply services in Penang.

PBAPP chief executive officer Datuk Jaseni Maidinsa said the primary

objectives for launching the app were connectivity and customer convenience.

"MyPBA is PBAPP's latest customer care innovation for the convenience of our 589,797 registered water consumers in Penang," he said in his speech at the launch of the app today.

He added that the app was designed to be user-friendly and intuitive, in line with PBAPP's motto for a caring and responsive approach to customer care.

Penang Chief Minister Lim Guan Eng, in his opening speech, said Penang is the only state in Malaysia that is implementing a "No Water Rationing" policy.

He said Penang has gazetted 62.9 sq km of forestlands as water catchment areas.

"No logging or destructive land development is allowed in Penang's water catchment areas," he said.

In addition to that, Lim said PBAPP has been consistently upgrading the water supply infrastructure.

This included the investment of RM89.5 million in projects such as Package 12 of the Sungai Dua Water Treatment Plant, the Bukit Dunbar 2 Pumping Station, new reservoirs in Jawi and additional pipelines in 2016.

"PBAPP will continue to invest in water infrastructure projects in the period 2017 to 2019 to ensure that there is no water rationing until the Mengkuang Adam is fully commissioned and handed back to Penang," he said.

The Mengkuang Dam is currently being expanded and will be completed in July this year and it will take up to two more years to fill up after that.

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myPBA Mudahkan Pengguna Bayar Bil Air, Salur Aduan

GEORGE TOWN, 6 Feb (Bernama) -- Warga Pulau Pinang kini boleh menggunakan telefon pintar atau tablet mereka untuk membuat bayaran bil air secara dalam talian menerusi aplikasi mudah alih 'myPBA'.

Ketua Pegawai Eksekutif Perbadanan Bekalan Air Pulau Pinang (PBAPP) Datuk Jaseni Maidinsa berkata objektif utama myPBA adalah menyediakan jalinan perhubungan dan kemudahan kepada pelanggan.

"Menerusi aplikasi ini, PBAPP berusaha untuk meningkatkan hubungan pelanggannya dengan semua pengguna air di Pulau Pinang," katanya pada majlis pelancaran aplikasi itu yang disempurnakan Ketua Menteri Lim Guan Eng di Komtar di sini hari ini.

Aplikasi dalam talian itu boleh dimuat turun melalui Google Play Store dan Apple App Store secara percuma.

Sementara itu, Lim dalam ucapannya berkata aplikasi myPBA membolehkan PBAPP menyalurkan maklumat penting kepada orang awam menerusi peranti mudah alih.

"Aplikasi ini juga adalah platform kepada orang ramai membuat laporan segera mengenai paip pecah dan sebagainya serta untuk berkomunikasi secara langsung dengan PBAPP mengenai perkhidmatan bekalan air," katanya.

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