

11.6.2020

PRESS STATEMENT

by **DATO' IR. JASENI MAIDINSA**

CEO, PBA Holdings Bhd and PBAPP

RMCO: PBAPP RE-OPENS CUSTOMER SERVICES AND RECREATIONAL AREAS IN PENANG FROM 15 JUNE 2020

- **All Customer Service Centres open from 8.30am – 4.30pm, Mondays – Fridays, with 100% customer services.**
- **Recreational areas (Bukit Dumbar Recreational Park, Air Itam Dam and Teluk Bahang Dam) open from 7.00am – 7.00pm, daily.**

PENANG, Thursday, 11.6.2020: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) is re-opening customer services and recreational areas in Penang from 15.6.2020, following the Federal Government's announcement on the Recovery Movement Control Order (RMCO) period from 10.6.2020 – 31.8.2020.

The following are the updated services for the benefit and convenience of all Penangites :

1. CUSTOMER SERVICE CENTRES

PBAPP's 9 Customer Service Centres (CSCs) will operate from 8.30am – 4.30pm, Mondays – Fridays, from 15.6.2020 onwards. PBAPP's customer service personnel will assist water consumers on water supply enquiries, billings, payment, issue resolutions and applications for supply connections and disconnections.

Consumers should note that entry into the CSCs is subject to KKM/MKN Standard Operating Procedures, as follows:

- No entry for consumers with symptoms of flu, cold, cough, sore throat and/or fever.
- Mandatory wearing of face masks in the premises at all times.
- Mandatory sanitisation of hands at the point of entry.

- Mandatory temperature scanning: visitors with body temperatures of 37.5°C and above will not be allowed in.
- Mandatory individual registration (via the “PgCare” app or written registration).

Consumers who prefer safer and “contactless” water bill payments have the option to pay their water bills via the “myPBA” mobile app (download from the Apple App Store or Google Play Store) or “JomPAY” (biller code: 50385).

Posts and instructional videos regarding “myPBA” and “JomPAY” online payments have been placed on the PBAPP website (www.pba.com.my) and the PBAPP Penang Facebook page.

Registered water consumers may seek advice and assistance regarding these customer services at any PBAPP CSC, or call our 24-hour Call Centre (tel no: 04 255 8 255).

2. PBAPP RECREATIONAL AREAS

The following popular recreational areas will be re-opened for public access, from 7.00am – 7.00pm daily, from 15.6.2020 onwards:

- **Bukit Dumbar Recreational Park**
- **Air Itam Dam**
- **Teluk Bahang Dam**

However, the maximum number of visitors is limited to **200 visitors at any given time.**

Prior to entry, visitors are required to register on an individual basis (via the “PgCare” app or written registrations) and undergo mandatory temperature scans at PBAPP Auxiliary Police posts.

Access to these recreational areas are for **safe individual leisure activities only. All group activities are strictly prohibited.** In fact, visitors must agree to maintain **safe social distancing of between 3m – 5m when exercising.**



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Perbadanan Bekalan Air
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Spitting and littering (including disposal of masks) are strictly prohibited. Visitors must maintain self-cleanliness and keep the environment clean. PBAPP Auxiliary Police personnel are on duty to monitor developments and ensure safe activities in these areas.

Kindly note that PBAPP is re-opening these recreational facilities as provided for under the RMCO, for the benefit of Penangites who enjoy exercise and leisure activities in green environments.

Thank You.

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