

21.3.2020

PRESS STATEMENT

by **DATO' IR. JASENI MAIDINSA**
CEO, PBA Holdings Bhd and PBAPP

**MOVEMENT CONTROL ORDER:
PBAPP WILL TEMPORARILY SUSPEND METER READING
AND CLOSE ITS CUSTOMER SERVICE CENTRES FROM
23.3.2020 TO 31.3.2020**

- **Water consumers are encouraged to pay water bills online.**

PENANG, Saturday, 21.3.2020: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) will temporarily suspend water meter reading operations and close its 9 customer service centres in Penang, in the period 23.3.2020 to 31.3.2020.

This initiative is in line with the Movement Control Order (MCO) in Malaysia to promote effective social distancing in fighting COVID-19.

The following table summarises PBAPP's scope of key water supply services in Penang, from Monday (23.3.2020):

Service	Status 23.3.2020 to 31.3.2020
1 Meter reading	Suspended
2 Water supply disconnection	Suspended
3 Face-to-face bill collection and services at 9 PBAPP customer service centres	Suspended
4 Water supply reconnection	Fully operational during working hours
5 Pipe repair works	Fully operational during working hours
6 Raw water abstraction	Fully operational, 24/7
7 Water treatment	Fully operational, 24/7
8 Water distribution to 631,250 water consumers in Penang	Fully operational, 24/7
9 24-Hour Call Centre	Fully operational, 24/7

As shown in the table, PBAPP will focus on its critical responsibility of supplying water to all of Penang's registered water consumers during the MCO period.

However, we have decided that some non-critical services will be temporarily suspended to further curb people movement and minimise public health risks during the MCO period.

WATER BILL ESTIMATES

For now, PBAPP will issue water bills based on estimates derived from previous months' consumption.

BILL PAYMENT OPTIONS

Water consumers may pay their water bills online via the following channels:

- "myPBA" app, downloadable from the Apple App Store and Google Play Store.
- JOMPAY (biller code: 50385).
- Cash payments vis Pos Malaysia, Paylink kiosks, ATMs and authorised collection agencies, such as Happy Mart.

To minimise health risks, we encourage water consumers to use the myPBA app or JOMPAY to make online payments from the safety of their homes.

WATER DISCONNECTIONS SUSPENDED

In the period 23.3.2020 to 31.3.2020, PBAPP will not disconnect water supply to any registered water consumer in Penang. However, water consumers are still advised to pay their water bills on time, to prevent complications and misunderstandings after the MCO period.

PROCESSING OF NEW WATER SUPPLY APPLICATIONS SUSPENDED

New water supply applications will not be processed during the MCO period because PBAPP's primary responsibility now is to sustain continuous water supply services for 631,250 registered water consumers.

BILL ENQUIRIES, ADVICE AND SUPPORT

Water consumers in Penang may contact the PBAPP 24-hour Call Centre (tel no: 04 255 8 255) for water bill enquiries, advice and support.

Customers may also check their water account status online, via the myPBA app or the PBAPP website (<https://epayment.pba.com.my>).

PBAPP is doing its best to provide continuous clean and safe water supply services in Penang. Please stay at home and keep your family safe during this MCO period.

Thank You.

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