

SUSTAINABILITY STATEMENT 2022

PBA Holdings Bhd.. (“PBAHB” or the “Company”) and its subsidiaries (or “Group”) aims to sustain its viable performance within the Economic, Environmental and Social (“EES”) aspects of sustainability.

As we strive to be a more sustainable organisation, 2022’s statement includes PBAHB’s initiatives to achieve our sustainability goals. Our goals are in line with the Penang 2030 vision. We recognise the need for future enhancements and innovations in our practices and disclosures. The Group remains steadfast in prioritising material matters, as we learn and progress towards expanding our outreach on sustainability.

SCOPE AND MATERIALITY BOUNDARY

This Sustainability Statement (“Statement”) is prepared in accordance with Bursa Malaysia Securities Berhad (“Bursa Securities”) Main Market Listing Requirements (“MMLR”) – Practice Note 9 and the Sustainability Reporting Guide issued by Bursa Malaysia Berhad. This Statement covers and discloses the Group’s most pertinent projects, activities and initiatives, rather than every aspect of our operations. The Statement excludes outsourced activities, joint ventures and third parties within the value chain, such as vendors and contractors.

The scope of this Statement is summarised in the table below: -

REPORTING PERIOD	1 January 2022 to 31 December 2022
REPORTING CYCLE	Annually
PRINCIPLE GUIDELINE(S)	Bursa Malaysia’s Sustainability Reporting Guide
ENTITIES COVERED	PBAHB and its subsidiaries

This Statement is to be read together with the Management Discussion and Analysis (“MDA”) of the Annual Report. The MDA captures both our financial and operational performance for the financial year 2022.

GOVERNANCE STRUCTURE

PBAHB’s Board of Directors (“Board”) has set the tone at the top, in driving and overseeing the Group’s sustainability strategies and performance. A Sustainability Committee (“Committee”) was established in 2018, in line with the Board’s commitment to upholding our values of accountability, transparency and integrity. A senior manager was appointed in 2022 to drive sustainability performance.

The Chief Executive Officer (“CEO”) chairs the Committee. The Committee comprises senior management personnel across the Group’s core operations and administrative support divisions. The Committee is responsible for the formulation, implementation and oversight of initiatives carried out, and for gathering performance data for relevant reporting requirements.

The Committee convenes meeting(s) at least once a year and reports directly to the Audit and Risk Management Committee (“ARMC”). The ARMC reviews and advises on the Company’s sustainable practices, goals and disclosures prior to reporting to the Board.

GOVERNANCE STRUCTURE (CONT'D)

The governance structure that provides direction, manages and reports on sustainability matters is illustrated in the following diagram: -



Please refer to the PBAPP Organisation Structure.

A cross-functional governance structure provides a holistic and diverse viewpoint. A broad and comprehensive perspective of sustainability can be obtained. Input from internal stakeholders is augmented by views from external stakeholders through various stakeholder engagement initiatives, carried out throughout the year.

With the structure still in its progressing stage, the Committee will be developing and implementing more practices to address sustainability matters that are vital to the Group as we move forward. We believe that a good governance structure may align our principles and standards with the key objective of delivering exceptional services.

STAKEHOLDER ENGAGEMENT

For the purpose of this report, a stakeholder is defined as an individual or a group that has an effect on or is affected by the Group and its activities.

Actively engaging our stakeholders is important to understand their concerns and expectations, as we strive towards continuous improvement and long-term business sustainability in this dynamic business environment. We conducted a stakeholder mapping exercise and produced a list of prioritised stakeholders, through a structured process with senior management.

STAKEHOLDER ENGAGEMENT (CONT'D)

From the mapping exercise, we identified six (6) major internal and external stakeholder groups. We engaged these groups through multiple channels at various frequencies. The key stakeholders and their respective engagement channels are listed in the following table.

Stakeholder	Means of Engagement	Frequency
Government / Statutory Bodies	<ul style="list-style-type: none"> • Discussions and meetings with authorities • Inspections and visits • Reports and press releases 	<ul style="list-style-type: none"> • Regular • Ad-Hoc • Ad-Hoc
Employees	<ul style="list-style-type: none"> • Employee satisfaction survey • Performance appraisal system • Engagement activities • Meetings and discussions 	<ul style="list-style-type: none"> • Regular • Annually • Regular • Regular
Consumers	<ul style="list-style-type: none"> • Customer satisfaction survey • Public opinion polls • Talks & public awareness programmes • Face to face interaction through service counters • Social media • Press releases • Advertisements 	<ul style="list-style-type: none"> • Regular • Every two years • Regular • Regular • On-Going • Ad-Hoc • Ad-Hoc
Local Community	<ul style="list-style-type: none"> • Environmental & water conservation exhibitions (Penang Green Council etc.) 	<ul style="list-style-type: none"> • Regular
Suppliers/Vendors	<ul style="list-style-type: none"> • Vendor registration process • Performance evaluations • Meetings and discussions 	<ul style="list-style-type: none"> • Ad-Hoc • Annually • Regular
Shareholders	<ul style="list-style-type: none"> • Annual general meetings • Company announcements • Annual reports • Financial reporting • Corporate website • Press releases 	<ul style="list-style-type: none"> • Annually • Ad-Hoc • Annually • Quarterly • On-Going • Ad-Hoc

MATERIALITY

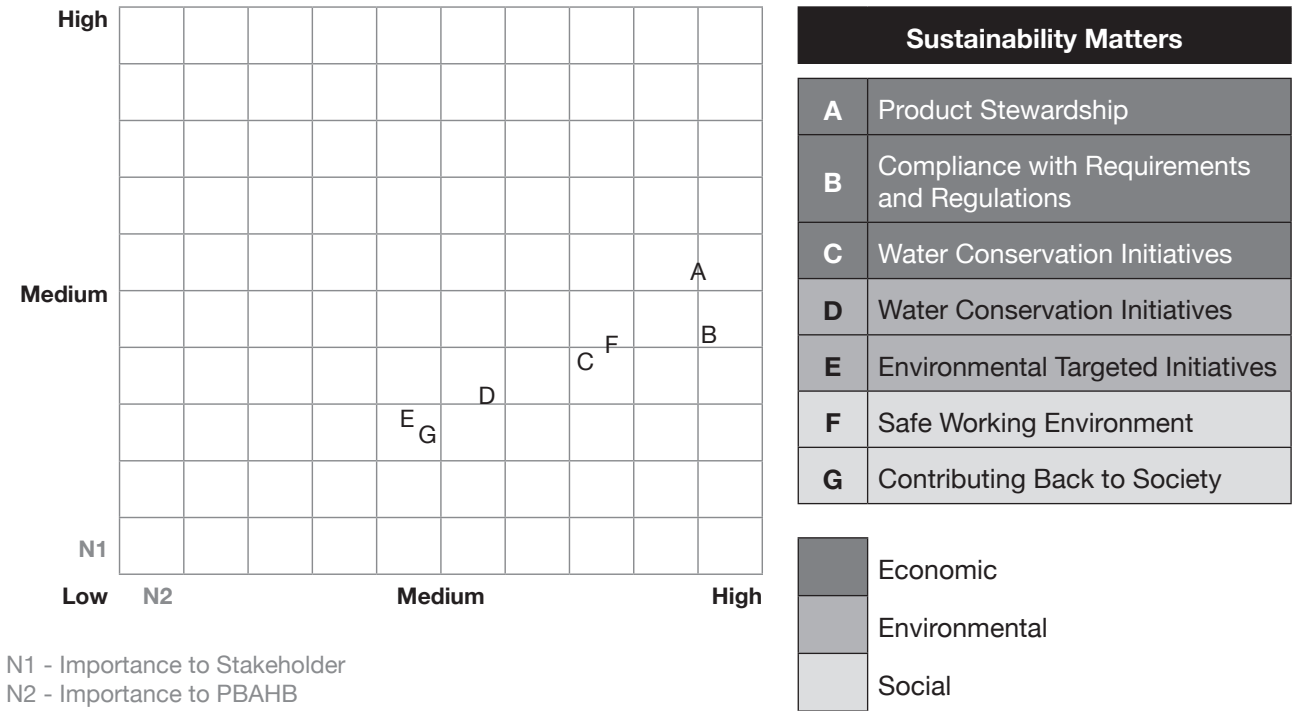
Determining materiality is crucial for the Group to prioritise the sustainability matters identified. Material issues are defined as issues relevant to our stakeholders that are likely to positively or negatively impact the Group.

The Group conducted a materiality assessment exercise in 2022. The assessment was conducted for senior management personnel; the CEO, Chief Operating Officer, Chief Financial Officer, Division Heads and Heads of Departments.

MATERIALITY (CONT'D)

Based on the list of sustainability matters collated from this exercise, seven (7) high-priority sustainability matters were identified. The Group’s resources are allocated in managing and addressing these matters. The sustainability matters were plotted based on significance to our stakeholders and impact to the Group in the chart below. The sustainability matters are also grouped under EES categories.

Materiality Matrix



N1 - Importance to Stakeholder
 N2 - Importance to PBAHB

We view every one of the sustainability matters listed with equal importance. There is an interrelation between each matter. Hence, efforts are carried out in the view of managing and addressing each matter equally and comprehensively.

PURSUANCE TOWARDS ECONOMIC SUSTAINABILITY

Compliance with Requirements and Regulations

We understand that meeting regulatory requirements lays the foundation for a healthy company with transparent operations. It is also an indicator of our ability to conform our operations to certain performance parameters. We endeavour to fully comply with all regulations in the performance of our business operations. Hence, strictly adhering to regulatory requirements is important to us. Management allocates sufficient resources to ensure effective and timely responses to regulatory developments. At the same time, the Group constantly monitors its compliance performance.

We carried out internal reviews and audit programmes to benchmark our performance against regulatory targets and the industry’s best practice. These initiatives help us identify areas for improvement and to familiarise our employees with the regulatory requirements.

PURSUANCE TOWARDS ECONOMIC SUSTAINABILITY (CONT'D)

Compliance with Requirements and Regulations (Cont'd)

The following is a list of primary rules and regulations that are related to the Group's business and operations:-

- Penang Water Supply Enactment 1998
- Water Supply Enactment 1998 (Water Catchment Areas) Order 2004
- Water Services Industry Act 2006
- National Water Services Commission Act 2006
- Water Services Industry (Licensing) Regulations 2007
- Water Supply Enactment 1998 (Water Catchment Areas) (Amendment) Order 2009
- Personal Data Protection Act 2010
- Water Services Industry (Water Reticulation & Plumbing) Rules 2014
- Water Services Industry (Water Services Deposits, Fees & Charges) Regulations 2014
- Water Services Industry (Water Supply Services Agreement Between Consumer and Water Distribution Licensee) Rules 2014
- Water Services Industry (Rates for Water Supply Services) (State of Penang) (Amendment) Regulations 2022
- Water Services Industry (Bulk Water Supply Agreement) Rules 2015
- Companies Act 2016
- Uniform Technical Guidelines 2017

During the year, Suruhanjaya Perkhidmatan Air Negara ("SPAN") conducted a regulatory audit at various facilities. They assessed PBAPP's quality performance monitoring for water quality service. We provided full assistance and support to the auditors throughout the audit. No major issues were reported and the Group managed to achieve and maintain positive Key Performance Indicator ("KPI") results throughout the year in assessment.

To further comply with the Malaysian Anti-Corruption Commission (Amendment) Act (2018), an Integrity Officer was appointed in 2021 to drive PBAHB's integrity function. The Integrity Officer reports to the Integrity Committee which aims to establish a culture of integrity and improve the effectiveness of PBAHB's integrity framework. The Board oversees compliance with anti-corruption policies and had establish an independent, secure and confidential reporting channel to address integrity related grousers.

Product Stewardship

One of the Penang2030 Vision's key themes is to increase liveability to enhance the quality of life. Good and continuous water supply is important to realising the key initiatives of Penang2030. PBAHB is determined to ensure water supply security for Penang. This is consistent with our vision of meeting all water supply needs.

We are determined to constantly deliver the highest possible quality of treated water. This presents a set of challenges; overreliance on one major raw water source, increasing water demand, climate change and ensuring treated water is of good quality. This drives us to explore new approaches to maintain and improve Penang's treated water quality and supply.

In exhibiting excellent product stewardship, we carried out various initiatives and investments in infrastructure and people. Our subsidiary, Perbadanan Bekalan Air Pulau Pinang Sdn. Bhd. ("PBAPP")'s central laboratory is one example of such investments. It is MS ISO IEC 17025:2017 certified. The laboratory audit for all Water Treatment Plants ("WTPs") covered 19 testing parameters. The monitoring of treated water quality has improved. It was accredited for a total of 40 testing parameters, which is an increase of eight (8) parameters from 2021. We deem it technically competent for the analysis of water. We plan to include an additional five (5) testing parameters in 2023, which covers organic parameters in water samples.

PURSUANCE TOWARDS ECONOMIC SUSTAINABILITY (CONT'D)**Product Stewardship (Cont'd)**

PBAPP's treated water exceeded the Quality Assurance Program parameters in 2022. These parameters were set by the Ministry of Health and tested by the Penang State Health Department. We also complied with the ISO 9001:2015 Quality Management Certification requirements, a certification we obtained in 2003. These achievements are a result of our efforts to ensure our practices are at high levels of compliance. The Group is motivated to continue delivering exceptional water supply services.

We took proactive measures to ensure that the materials and products used in water supply were of high quality. Firstly, the Quality, Safety and Health Department, through its Quality Section, together with the Engineering Division conducted 30 factory acceptance tests on critical items, such as pipes and valves. Compliance with material standards and/or PBAPP's specifications were assessed. These items had to be registered with SPAN and pass Quality Controls tests before being delivered to us. This ensured the products and materials that we received were of good quality.

Secondly, we carried out Incoming Products Quality Controls ("IPQCs") at our main stores and work sites. IPQCs ensured critical items used in our water distribution network were of good quality and long lasting. The frequency of inspections increased in 2022 compared to 2021, as shown in the table below:

Location	IPQC Inspections	
	2021	2022
Main Stores	34	48
Sites	126	163

Our treated water was delivered by 4,731km of pipelines measuring 100mm and above in diameter in 2022. This is an extension of 35km as compared to 4,696km in 2021. Hence, we were able to sustain 100% urban water supply coverage and 99.8% rural water supply coverage.

In recent years, PBAPP has been managing the issue of effective capacities at dams below their respective optimal levels. The optimal level of the dams is above 90%. The following table shows the effective capacities of Penang's three (3) major dams:

Dam	Effective Capacity		
	11 Jan 2020	11 Jan 2021	11 Jan 2022
Air Itam Dam	62.5%	96.2%	84.1%
Teluk Bahang Dam	40.4%	60.0%	86.4%
Mengkuang Dam	73.9%	94.2%	92.8%

PBAPP has been addressing the low effective capacity at Teluk Bahang Dam. Excess raw water is diverted from Sungai Pinang and Batu Feringghi catchment areas to replenish the dam. The results can be seen in the increasing effective capacity of the dam from 2020 to 2022.

PURSUANCE TOWARDS ECONOMIC SUSTAINABILITY (CONT'D)

Product Stewardship (Cont'd)

Abnormally low rainfall at the dams is one likely factor for this issue. Below is the comparison of total rainfall from September to December 2022 against the corresponding period in 2020 and 2021:

Dam	Rainfall (mm)		
	2020	2021	2022
Air Itam Dam	967.5	964.5	873.5
Teluk Bahang Dam	1,481.0	1,058.5	1,169.0
Mengkuang Dam	3,053.0	2,502.0	1,541.0

In October 2022, we announced that we will be converting the Mengkuang Dam from a strategic drought reserve dam to a daily dam. This is to mitigate the risk of a state-wide water supply interruption if Sungai Muda's level is low and/or if the raw water from Sungai Muda is too turbid to treat. Raw water from the dam will be treated to support water demand in Seberang Perai Utara and Seberang Perai Tengah.

Seberang Perai Selatan experienced water supply disruptions in 2022. We are working hard to meet increasing water demand in the district by implementing water supply projects under the Raw Water Contingency Plan 2030, which are:

- Phase 2 of the Sungai Dua WTP sedimentation tanks upgrade
- Package 12A, Sungai Dua WTP: additional new water treatment module
- Mengkuang Dam WTP
- Sungai Kerian WTP
- Sungai Perai WTP
- Sungai Muda WTP

Phase 2 of the Sungai Dua WTP sedimentation tanks upgrade was completed in 2022. Package 12A at Sungai Dua WTP is in progress and will be completed in 2023.

We aim to achieve water supply security in Penang until 2030.

Customer Management

In building and maintaining close relationships with our customers, we have various means to provide consumers with transparent and accessible platforms to engage with us on their needs, concerns or requests. The following is a summary of our communication platforms:

- A 24-Hours Call Centre which provides consumers with an avenue to highlight issues and obtain assistance at any time.
- 9 Customer Care Centres that comprises teams of well-trained personnel who are strategically located throughout Penang.
- A dedicated Customer Engagement Team, who engages, communicates and facilitates customer engagement programs that will strengthen relationships with key stakeholders of PBAPP's existing Top 100 customers.
- The myPBA mobile application for consumers to make payments, monitor their usage and obtain information related to water supply.
- The myPBA Portal where upon registration, customers can view, download, print and pay their water bills while also monitoring their water consumption.

PURSUANCE TOWARDS ECONOMIC SUSTAINABILITY (CONT'D)

Customer Management (Cont'd)

- Social media where customers can engage with PBAPP via our Facebook Page (PBAPP Penang) to obtain information, view water interruption notices, lodge reports or make enquiries.
- Complaints and queries can also be made via the corporate email at customer@pba.com.my.

PBAPP continued its efforts to ensure that effective communication with its customers remains as its top priority. Launched in 2017, the myPBA application was downloaded 407,485 times as at December 2022.

The myPBA Portal can be accessed to view, download, print and pay water bills. Customers can also monitor their water consumption using the application. This portal is another avenue to pay and monitor water bills. We will enhance the portal with additional services, such as making new applications, reconnecting and disconnecting of water supply. Further digitisation of our services will provide our customers with a more user-friendly experience.

PBAPP will continue to explore new opportunities in humanising Customer Experiences in the digital age via various social media and other platforms. Consumers can pay their water bills online, using the “JomPAY” platform, without any surcharge.

The Customer Service Department regularly measures and reports its customer care performance, based on SPAN's KPIs. This serves as a means to assess and improve our customer care practices. Since regulated assessments began in 2012, the Group's measured performance has positively exceeded each of the stipulated targets every year.

The Group is in the process of acquiring a new premise for its Bukit Mertajam service centre. PBAPP is currently renting a premise in Bukit Mertajam. Owning our own premise is an economically efficient way to service our consumers. Furthermore, the premise chosen will be in a strategic location where transportation links converge, for the convenience of our customers.

BALANCING A SUSTAINABLE ENVIRONMENT

Water Conservation Initiatives

PBAPP is Penang's only water supply company. We are responsible to ensure our consumers use water wisely. Conserving water is key to ensuring water supply security in Penang. Water is required for sustaining and developing Penang's socioeconomic environment. The surrounding socioeconomic activities impact the sustainability of our water resources.

The Group strives to promote a culture of using water wisely and various measures are being undertaken. Penang is the first state in Malaysia that requires water-saving devices (“WSDs”) to be installed at all new development projects, by law. Legislation is being enforced by Majlis Bandaraya Pulau Pinang, Majlis Bandaraya Seberang Perai and PBAPP. We have incorporated the mandatory installation of WSDs in our water demand management programme. WSDs are installed in sixteen (16) of our buildings. This can help achieve our target of saving up to 30% in water consumption. We also encouraged the installation of WSDs at our executives' homes. We then monitor their consumption to identify the savings in consumption. Based on the average water usage for year 2022 (January 2022 – September 2022) at sixteen (16) PBAPP premises, around 38% water saving is achieved compared to baseline data (without WSD). PBAPP focused on installed WSDs at one hundred and nineteen (119) mosques in 2022.

PBAPP's Aqua Save certification programme promotes water conservation, by recognising organisations that practice wise water usage. In 2022, nineteen (19) entities submitted their applications for the Aqua Save Certification. Seventeen (17) out of those applicants were successful.

BALANCING A SUSTAINABLE ENVIRONMENT (CONT'D)

Environmental Targeted Initiatives

We are deeply involved in environmental conservation and protection. One of our key initiatives is to fully comply with the ISO 14001:2015 Environment Management System's requirements. The Group obtained the ISO14001:2015 certification in 2005. We are constantly maintaining and improving our practice to ensure this management system is effectively implemented. PBAPP successfully retained its certification for ISO 14001:2015 from SIRIM QAS International Sdn. Bhd. through the surveillance audit in 2022.

The Group implemented effective and systematic procedures for overseeing and managing waste generated from our operations. This includes scheduled waste, electronic waste and any other special waste. The procedures for waste segregation, storage, labelling and disposal were carried out in strict compliance with the relevant requirements. Furthermore, we have established emergency response procedures in the event of any waste spillage, contamination or leakage. There were no reports of major accidents regarding waste in 2022.

The Group encouraged recycling habits at all premises. Recyclable materials are sorted from general waste and sent to various recycling vendors. Recycling was practised as part of its Penang Green Office ("PGO") Certification for Customer Care Centres, offices and WTP offices. Currently, twelve (12) offices and three (3) WTPs are certified. Seven (7) certifications were renewed in 2022.

We are looking into reducing our paper usage at the office. Consumers have been encouraged to pay their bills online. This has reduced the amount of paper needed to print receipts at customer service centres. The number of annual reports printed will be reduced even further. 500 copies of the 2022 Annual Report will be printed, a decrease from 700 copies of the 2021 Annual Report. Over time, the Company will find new ways to reduce its paper consumption.

Climate change severely affects our ability to ensure water supply security in Penang. We have taken several measures to address our carbon footprint. This comes through utilising renewable energy and clean technology. A solar system is commissioned on top of two reservoirs at Bukit Dumbar. The energy generated is used to complement the power used for the Bukit Dumbar Pump Houses, reducing the energy consumption from the grid. We utilise electric vehicles at PBAPP. An electric boat is used for inspections at the Teluk Bahang Dam. Electric motorcycles are also used at several facilities. This shows our commitment to reducing greenhouse gas emissions and utilising clean technology.

Due to the COVID-19 pandemic and transition to endemic, employees were encouraged to attend meetings and trainings online. This indirectly reduced the amount of greenhouse gases from flying and travelling as fewer trips were made.

We are not immune to the effects of development. In July 2022, Penang experienced a state-wide unscheduled water supply interruption. Developments in the Baling district, upstream of the Lahar Tiang intake caused flash floods. Highly turbid water from the floods flowed into Sungai Muda and entered the Lahar Tiang intake. The Sungai Dua WTP was forced to stop water treatment as it could not cope with the high turbidity.

BUILDING OUR SOCIAL RESPONSIBILITY

Safe Working Environment

The Group places great importance on health and safety as our operations affect our internal and external stakeholders' health and safety.

Throughout the COVID-19 pandemic and transition to endemic, we carefully managed the risk of transmitting the virus among our employees. We acknowledged their need to have a safe working environment without risking their lives and the lives of their families. We implemented various measures to minimise the risk of infection and to break the chain of transmission. This had helped to ensure business continuity in maintaining water supply security and improving employee morale.

BUILDING OUR SOCIAL RESPONSIBILITY (CONT'D)

Safe Working Environment (Cont'd)

The company ended the work from home and rotation schedule as the COVID-19 situation improved. The COVID-19 Emergency Response Plan Committee worked to ensure PBAPP complied with the standard operating procedures and orders issued by the Penang State Government, National Security Council and Ministry of Health. Routine sanitisation of PBAPP's facilities continued. Online meetings were encouraged. As restrictions relaxed, PBAPP reopened its public premises. The Group will continue to adapt to regulatory changes and developments in the endemic phase.

We managed to get our employees vaccinated against COVID-19. As at 31 December 2022, 100% of employees received their first dose of the COVID-19 vaccine. More than 99% of the workforce is fully vaccinated. Many of our employees have received COVID-19 booster shots to maintain their levels of immunity.

Our health and safety practices are based on the ISO 45001:2018 standard and guided by PBAPP's Occupational Safety and Health ("OSH") Policy. This is in line with the relevant requirements of the OSH Act 1994 (Act 554) and the Factory & Machinery Act 1967 (Act 139, 1967). The Group established programmes and developed measures to carry out safety and health improvements for our stakeholders' benefit. PBAPP's employees are trained to perform their duties in a manner that creates a safe and healthy workplace.

Providing health and safety training to its employees is crucial in creating a safe working environment. Despite the COVID-19 pandemic, we remained committed to our employees' development. In 2022, we devoted 327 hours to trainings, seminars and conferences pertaining to health and safety. The Group committed 70 training hours more than in 2021. We did this so that our employees are well prepared to create a safe working environment.

The Group is subject to annual and ad-hoc compliance reviews by SIRIM QAS International Sdn. Bhd. and the Department of Occupational Safety and Health. Our safety and health performance were evaluated and areas for workplace safety improvement were identified. Identifying areas for improvement will help PBAPP maintain the effective implementation of the OSH management system.

Employee participation is included in ensuring safety and health at the workplace. In compliance with the OSHA Act, a Safety and Health ("S&H") committee was set up for each facility and/or area of operation. Nine (9) S&H committees were formed to look into the safety and health at their respective areas. A corporate S&H committee was also established. S&H committee members attended training sessions on their roles and responsibilities in 2022.

In addition to our regulatory driven practices, we carried out the following programmes in 2022: -

1. Workplace Inspections
 - S&H Committees at their respective facilities carried out workplace inspections. They were assisted by the QSH Department. Safety levels, and existing health measures at each area of operations were assessed.
 - Findings of the inspections were deliberated and areas for improvement were reported at the S&H Committee meetings.
2. Emergency Drills
 - Drills on our predetermined measures for disasters and emergencies were conducted. The objective was to train our employees to respond during emergencies.
 - In 2022, emergency drills were conducted with the local authorities. Information to the public was also included for WTPs categorised as Major Hazard Installations under the OSH (Control of Industrial Major Accidents Hazards) Regulations 1996.

BUILDING OUR SOCIAL RESPONSIBILITY (CONT'D)**Safe Working Environment (Cont'd)**

Creating a safe working environment also includes delivering a safe product. Our central laboratory ensures that treated water is suitable for public consumption, in accordance with the Ministry of Health's parameters. We were awarded the "Laboratory Excellence Award" by the Malaysian Institute of Chemistry for the sixth consecutive year. The award recognises laboratories which comply with the MS ISO/IEC 17025:2015 laboratory accreditation and have achieved competency in analytical work. Receiving this award validates our performance in 2022.

Contributing Back to Society

We provided support to the general public as part of our corporate social responsibility commitments. We believe assisting the local communities will help Penang accomplish its Penang2030 vision and provide water supply security. Our contribution to society in 2022 can be summarised as follows:-

"Kampung Loans" Programme (since 1976)

This is an interest-free loan programme for water supply connection. Households with an income under RM1,000 per month can apply for a loan of up to RM1,500 which is payable by instalments via water bills, alongside a waiver for trunk main contributions.

Year	2020	2021	2022
Number of Successful Applications (for the year)	12	21	19
Amount (RM)	17,970	31,437	28,444

"Projek Perumahan Rakyat Termiskin" Scheme (since 2008)

A scheme which provides households with a monthly income under RM790 with either:

- A free water supply connection from the main pipeline to the premise, for those who are without a water supply connection; or
- Free water supply of up to 60,000 litres every two (2) months for those with an existing water supply connection.

Year	2020	2021	2022
Approved Cases	329	580	2,103
Amount (RM)	27,393	48,223	80,510

Special Tariffs for Places of Worship (since 2009)

- Special water tariffs for places of worship such as mosques, suraus, churches, and temples.

Year	2020	2021	2022
Places of Worship	1807	1,799	1,798
Amount (RM)	69,495	67,368	69,258

BUILDING OUR SOCIAL RESPONSIBILITY (CONT'D)

Contributing Back to Society (Cont'd)

Water Conservation Surcharge Rebate (since 2014)

- A 60% rebate on water bills for households with eight (8) or more persons.

Year	2020	2021	2022
Approved Cases	891	891	812
Amount (RM)	122,905	126,215	101,729

The Group also supported other areas of the community in Penang. Free water supply was provided to government vaccination centres to assist the nation's vaccination drive, right until the centres were closed. Other beneficiaries of PBAPP's donations included the Penang Football Club, the National Cancer Society, Persatuan Ambulans Komuniti Sungai Ara, Misi Bantuan Banjir Negeri Pahang and the Persatuan Bomba Sukarela. Bottled water was distributed during the water supply interruption in July 2022.

Giving back to the community strengthens the relationships with our stakeholders. We will continue with our efforts, to ensure water supply security for Penang. Our efforts align with one of the Penang2030 themes; empowering the people to strengthen civic participation.