

# SUSTAINABILITY STATEMENT 2021

PBA Holdings Bhd Group (“PBAHB” or the “Company”) 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, 2021’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 Malaysia”) Main Market Listing Requirements (“MMLR”) – Practice Note 9 and the Sustainability Reporting Guide issued by Bursa Malaysia Berhad. This Statement discloses the Group’s most pertinent projects, activities and initiatives, rather than every aspect of our operations. It covers PBAHB and its subsidiaries. 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:-

<b>REPORTING PERIOD</b>	1 January 2021 to 31 December 2021
<b>REPORTING CYCLE</b>	Annually
<b>PRINCIPLE GUIDELINE(S)</b>	Bursa Malaysia’s Sustainability Reporting Guide
<b>ENTITIES COVERED</b>	PBAHB and its subsidiaries.

The 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.

## 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 in upholding our values of accountability, transparency and integrity.

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

The Committee convenes meeting(s) at least once a year and reports 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 *Perbadanan Bekalan Air Pulau Pinang Sdn. Bhd. ("PBAPP") Organisation Structure for the full 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 infancy stage, the Committee will be developing and implementing more practices to address sustainability matters that are pivotal 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 understanding 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 varying 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"> <li>• Discussions and meetings with authorities</li> <li>• Inspections and visits</li> <li>• Reports and press releases</li> </ul>	<ul style="list-style-type: none"> <li>• Regular</li> <li>• Ad-Hoc</li> <li>• Ad-Hoc</li> </ul>
Employees	<ul style="list-style-type: none"> <li>• Employee satisfaction survey</li> <li>• Performance appraisal system</li> <li>• Engagement activities</li> <li>• Meetings and discussions</li> </ul>	<ul style="list-style-type: none"> <li>• Regular</li> <li>• Annually</li> <li>• Regular</li> <li>• Regular</li> </ul>
Consumers	<ul style="list-style-type: none"> <li>• Customer satisfaction survey</li> <li>• Public opinion polls</li> <li>• Talks &amp; public awareness programmes</li> <li>• Face to face interaction through service counters</li> <li>• Social media</li> <li>• Press releases</li> <li>• Advertisements</li> </ul>	<ul style="list-style-type: none"> <li>• Regular</li> <li>• Every two years</li> <li>• Regular</li> <li>• Regular</li> <li>• On-Going</li> <li>• Ad-Hoc</li> <li>• Ad-Hoc</li> </ul>
Local Community	<ul style="list-style-type: none"> <li>• Environmental &amp; water conservation exhibitions (World Water Day, Penang Green Council etc.)</li> </ul>	<ul style="list-style-type: none"> <li>• Regular</li> </ul>
Suppliers / Vendors	<ul style="list-style-type: none"> <li>• Vendor registration process</li> <li>• Performance evaluations</li> <li>• Meetings and discussions</li> </ul>	<ul style="list-style-type: none"> <li>• Ad-Hoc</li> <li>• Annually</li> <li>• Regular</li> </ul>
Shareholders	<ul style="list-style-type: none"> <li>• Annual general meetings</li> <li>• Company announcements</li> <li>• Annual reports</li> <li>• Financial reporting</li> <li>• Corporate website</li> <li>• Press releases</li> </ul>	<ul style="list-style-type: none"> <li>• Annually</li> <li>• Ad-Hoc</li> <li>• Annually</li> <li>• Quarterly</li> <li>• On-Going</li> <li>• Ad-Hoc</li> </ul>

Sustainability Statement 2021 (Cont'd)

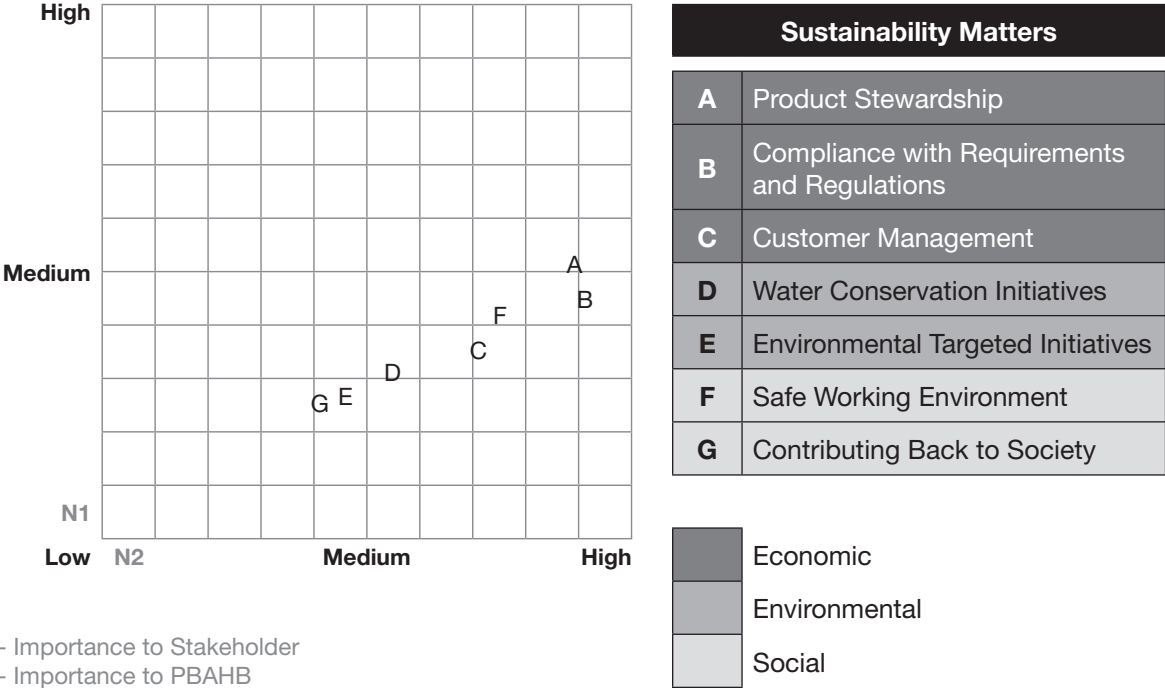
**MATERIALITY**

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 2021. The assessment was conducted for top and senior management personnel: The CEO, Chief Operating Officer, Chief Financial Officer, Division Heads and Heads of Departments.

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 Economic, Environmental and Social (“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.

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 2015
- 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 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.

## Sustainability Statement 2021 (Cont'd)

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

One of the Penang 2030 Vision's key themes is to increase liveability to enhance the quality of life. Many of the key initiatives of the Penang 2030 Vision require treated water. PBAPP plays a critical role in helping the state realise its vision for Penangites. This is consistent with our own 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 motivates us to explore new approaches to maintain and improve Penang's treated water quality and supply.

We carried out various initiatives and invest in infrastructure and people to ensure excellent product stewardship. Our central laboratory is an example of PBAPP's investment. The laboratory audit for all water treatment plants covered 19 testing parameters and has improved the monitoring of treated water quality. The central laboratory, without the assistance of external consultants, successfully transitioned from MS ISO/IEC 17025:2005 to MS ISO IEC 17025:2017. An additional 11 testing parameters were accredited in 2021. The Central Laboratory is now accredited for a total of 32 parameters. With that, the laboratory is deemed technically competent for the analysis of water. There are plans to extend to another seven testing parameters in 2022 which covers effluent discharges.

Our efforts to improve and maintain our practices at the highest competency have resulted in our treated water consistently exceeded the Quality Assurance parameters. These parameters were set by the Ministry of Health and tested recently by the Health Department of Penang. In addition to that we have complied with the ISO 9001:2015 Quality Management System Certification (which was obtained in 2003) requirements. This encouraged us to deliver exceptional quality of product and services. We are pleased to report that PBAPP's treated water exceeded the Quality Assurance Program parameters in 2021.

Our treated water was delivered by 4,696km of pipelines measuring 100mm and above in diameter in 2021. This is an extension of 56km as compared to 4,640km in 2020. Henceforth, we were able to sustain 100% urban water supply coverage and 99.8% rural water supply coverage.

In 2020, the effective capacities of Teluk Bahang Dam and Air Itam Dam were very low. The measures taken in 2020 helped to refill these dams to healthier levels in 2021. The diversion of excess raw water from Sungai Pinang and Batu Feringghi catchment areas helped refill Teluk Bahang Dam. Below is a comparison of the dam levels:

Dam	Effective Capacity (%)	
	5 Sep 2020	17 Dec 2021
Air Itam Dam	33.3%	88.7%
Teluk Bahang Dam	16.0%	87.6%
Mengkuang Dam	88.0%	93.9%

## PURSUANCE TOWARDS ECONOMIC SUSTAINABILITY (CONT'D)

### Product Stewardship (Cont'd)

Meeting the increasing water demand in Seberang Perai Selatan is important as significant socioeconomic development is occurring there. Hence, the Company is in the midst of implementing water supply initiatives under the Raw Water Contingency Plan 2030. These proposed projects are:

- Phase 2 Sungai Dua Water Treatment Plant (“WTP”) sedimentation tanks upgrade;
- Package 12A, Sungai Dua WTP: Additional new water treatment module;
- Phase 1 Mengkuang Dam WTP;
- Phase 1 Sungai Muda WTP; and
- Sungai Perai Water Supply Scheme.

Our proactive responses ensured Penang will have sufficient treated water in the fight against COVID-19 in 2022. Our initiatives will continue, to ensure more treated water is delivered across Penang for our consumers to benefit from our operations.

### 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-Hour Call Centre which provides consumers with an avenue to highlight issues and obtain assistance at any time.
- 9 Customer Care Centres that comprise 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 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.
- Social media where customers can engage with PBAPP via our Facebook Page (PBAPP Penang) to lodge reports or make enquiries.
- Complaints and queries can also be made via the corporate email at [customer@pba.com.my](mailto:customer@pba.com.my)

PBAPP continued its efforts to ensure that effective communication to its customers remain as its top priority. Launched in 2017, the myPBA application was downloaded 326,520 times as at December 2021. This is an increase of 110,421 downloads from 2020. The increase can be attributed to consumers encouraged to pay their bills online during the COVID-19 pandemic.

We also took advantage of the developments in technology to improve customer experience, by enhancing the myPBA Portal, where 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)

PBAPP will continue to explore new opportunities in humanising Customer Experiences in the digital age via various social media and other platforms. Furthermore, consumers can pay their water bills online, through “JomPAY”, without any transaction costs. This provides consumers a convenient way to pay their bills.

The Customer Services 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 continues to explore avenues to improve its customer service experience. Hence, the Group is in the process of acquiring a new premises for its Bukit Mertajam service centre. PBAPP was previously renting a premises for in Bukit Mertajam. Owning our own premises is an economically viable way to service our consumers. Furthermore, the premises chosen is in a strategic location where transportation links converge for customers’ convenience.

## BALANCING A SUSTAINABLE ENVIRONMENT

### Water Conservation Initiatives

As Penang’s only water supply company, we are responsible to ensure our consumers use water wisely. 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. We have incorporated the mandatory installation of water saving devices (“WSDs”) in our water demand management programme. WSDs are installed in 19 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 2021 (January 2021 – September 2021) at sixteen (16) PBAPP premises, approximately 35% water saving is achieved compared to baseline data (without WSD).

PBAPP installed WSDs at 23 mosques around Penang. WSD installation for mosques was put on hold from January 2021 till end of November 2021 as the mosque management did not consent to the installation due to the COVID-19 pandemic. Installation works resumed at the end of November 2021.

PBAPP’s Aqua Save certification programme promotes water conservation, by recognising organisations that practice wise water usage. In 2021, twenty-seven companies had submitted their applications for the Aqua Save Certification. 14 applications of those were successful. Unfortunately, 13 other applications did not meet the requirements for certification.

The Company’s water demand management aims to conserve water. It includes raising the value of water. PBAPP introduced the Water Conversation Surcharge (“WCS”) to reduce the per capita domestic consumption (l/c/d) in 2010 at RM0.24 per 1000 litres (only for domestic consumption above 35,000 litres per month and increased it to RM0.48 in 2013. Additionally, the Penang State Government approved the proposal of mandatory installation of WSDs in new development projects for PBAPP on 28 November 2017. Currently it is being enforced by PBAPP, Majlis Bandararaya Pulau Pinang and Majlis Bandaraya Seberang Perai. This will automatically reduce water consumption.



## **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 has successfully obtained recertification for ISO 14001:2015 from SIRIM QAS International Sdn Bhd in 2021.

The Group is encouraging recycling habits at all premises. Recyclable materials are sorted from general waste and sent to various recycling vendors.

Recycling efforts are practised as part of its Penang Green Office ("PGO") Certification for Customer Care Centres, offices and WTP offices. Currently nine (9) PBAPP offices and three (3) WTP offices are certified. In 2021, five (5) certifications for PBAPP offices were renewed. Three (3) additional WTP offices were certified.

We are looking into reducing our paper usage in offices. Consumers have been encouraged to pay their bills online. This has reduced the amount of paper needed to print receipts for them at customer service centres. Additionally, fewer annual reports were printed in 2021. Over time, the Company will find new ways to reduce its paper consumption.

The Group continues with its efforts to preserve and rehabilitate the Ulu Muda Forest Reserve. It is the primary water catchment area for Sungai Muda. The area is important for the well-being and growth of the Northern Corridor Economic Region ("NCER"). PBAPP and the Penang State Government have repeatedly stated that the Federal Government should compensate Kedah for preserving the Ulu Muda Forest Reserve.

A new threat to the Sungai Muda emerged in 2021 with the proposed construction of the Kulim International Airport. The proposed location is along the Sungai Muda riverbanks, near Lahar Tiang. Activities from construction and operations may cause contamination of the river. It is too close to Lahar Tiang to take emergency measures in the event of contamination. Penang may experience water disruptions that have been frequently occurring in Selangor and KL. PBAPP has called on the Federal Government to relocate the proposed airport to a location that does not jeopardise Penang's major raw water source.

## **BUILDING OUR SOCIAL REPOSIBILITY**

### **Safe Working Environment**

The Group places great important on health and safety. This is because the risks related to our operations affect various stakeholders. Its importance is amplified by the ongoing COVID-19 pandemic. At the time of writing this statement, over 350 million people around the world have been infected and more than 5.5 million people have died.

## **BUILDING OUR SOCIAL REPOSIBILITY (CONT'D)**

### **Safe Working Environment (Cont'd)**

We acknowledge our role as an essential service company and the risk of operating throughout the pandemic must be carefully managed. Our employees' safety is our utmost priority. They need to feel safe working without risking their lives and the lives of their families. An infected employee will jeopardise our ability to produce treated water for Penang. The virus may also spread to other employees and their family members in the wider community. Creating a safe workplace not only protects our employees but improves morale during this challenging period.

The Group has implemented various measures to minimise the risk of infection and to break the chain of transmission. In 2021, work from home and rotation schedule measures continued. 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. Social distancing mechanisms, temperature checks, registration counters and other various measures were set up at all facilities. Routine sanitisation of PBAPP's facilities was carried out. Procedures were established for third parties visiting PBAPP, to prevent the spread of the virus. Online meetings continued to be held to minimise exposure. This has successfully kept PBAPP running 24/7. The Group is constantly adapting to regulatory changes and the volatile nature of the pandemic.

We managed to get our employees vaccinated against COVID-19. As at 31 December 2021, 100% of employees received their first dose of the COVID-19 vaccine. More than 99% of the workforce is fully vaccinated. Our employees are encouraged to receive COVID-19 booster shots to maintain their levels of immunity. The Group is playing an active role to help Penang achieve herd immunity so we can return to normalcy soon.

As restrictions begin to relax, PBAPP has safely reopened its public premises. The reopening of the Air Itam Dam, Teluk Bahang Dam, Mengkuang Dam and Bukit Dumbar recreational park to the public were done in compliance with the relevant regulations. Measures and safeguards were implemented for the safety of our employees and the public.

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 ISH Act 1994 (Act 554) and the Factory & Machinery Act (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 training to perform their duties in a manner that creates a safe and healthy workplace. PBAPP managed to conduct only one physical training (i.e. Safe Defensive Driving). The Safe Motorcycle Defensive Riding Training & OSH Talk which were supposed to be two (2) days course was held on-line (with shorten training days from two (2) days to half (½) a day briefing).

The Group is subject to annual compliance reviews. These are measures to evaluate our safety and health performance to identify areas for improving workplace safety. Identifying areas for improvement will help PBAPP maintain the effective implementation of the OSH management system.



## **BUILDING OUR SOCIAL REPOSIBILITY (CONT'D)**

### **Safe Working Environment (Cont'd)**

Apart from our regulatory practices, we carried out the following programmes in 2021:-

1. Workplace Inspection
  - An inspection was carried out by our Quality, Safety and Health Department together with the Safety and Health Committee. The safety levels and existing health measures at each area of operation were assessed. However, for year 2021, QSH Department minimised on this activity due to the COVID-19 pandemic. However, QSH Department and HR Division carried out 'Spot Check' inspections / enforcement to ensure the COVID-19 standard operating procedures are implemented.
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.

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 2021, we devoted 257 hours to trainings, seminars and conferences pertaining to health and safety. The Group committed 90 training hours more than in 2020. We did this so that our employees are able to operate in a safe working environment.

Creating a safe working environment also extends to ensuring a safe product. Our central laboratory ensures that treated water is suitable for public consumption, in accordance to the Ministry of Health's parameters. We were awarded the "Laboratory Excellence Award" by the Malaysian Institute of Chemistry for the fifth 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 2021.

### **Contributing Back to Society**

We have continued and expanded our corporate social responsibility commitments in 2021, by providing support to the general public. We believe assisting the local communities will help Penang accomplish its Penang 2030 Vision. Our contribution to the public in 2021 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	2019	2020	2021
<b>Number of Successful Applications (for the year)</b>	71	12	21
<b>Amount (RM)</b>	105,809	17,970	31,437

## Sustainability Statement 2021 (Cont'd)

**BUILDING OUR SOCIAL REPOSIBILITY (CONT'D)****Contributing Back to Society (Cont'd)**“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	2019	2020	2021
Approved Cases	295	329	580
Amount (RM)	18,571	27,393	48,223

Special Tariffs for Places of Worship (since 2009)

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

Year	2019	2020	2021
Places of Worship	1,827	1,807	1,799
Amount (RM)	67,835	69,495	67,368

Water Conservation Surcharge Rebate (since 2014)

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

Year	2019	2020	2021
Approved Cases	877	891	891
Amount (RM)	113,117	122,905	126,215

The implementation of various Movement Control Orders and the National Recovery Plan (“NRP”) has caused many Penangites to struggle financially. PBAPP decided to help relieve their financial burden. Hence, we temporarily stopped disconnecting the water supply and clamping meters of delinquent consumers.

In terms of Corporate Social Responsibility, free water supply was provided to government vaccination centres in 2021 to assist with the nationwide vaccination drive. Furthermore RM250,000 was donated to the Football Association of Penang to encourage and promote the sport.

Our support to the community extends beyond our state borders. In March 2021, Syarikat Air Darul Aman (“SADA”), Kedah’s water operator requested the activation of the 60<sup>th</sup> Royal Army Engineers Regiment. They requested emergency pipe laying works and distribution of water supply. PBAPP sent 24 employees to form part of the regiment. A 5,000-litre water tanker, 2 vans and a 4WD vehicle was also despatched to Kedah. The squadron distributed water from 21 March 2021 until 4 April 2021 to 30,000 consumers in Gurun, Merbok, Tanjung Dawai, Semeling and Sungai Lalang.

Giving back to the community strengthens the relationships with our stakeholders. We will continue with our efforts, in line with one of the Penang 2030 themes; empowering the people to strengthen civic participation.

