

PBAPP launches mobile app

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GEORGE TOWN: Penang Water Supply Corporation (PBAPP) today launched its first mobile application "myPBA" for consumers to get the latest information on water supply services.

PBAPP CEO Datuk Jaseni Maidinsa said the application which is free and available for download from the Google Play Store and App Store makes it more convenient for consumers to lodge reports and make payment for water bills.

He said the application was designed to be user-friendly and intuitive in line with PBAPP's motto for customer care – "friendly, caring and responsive".

"589,797 registered water consumers in Penang can now use this application," he said in his speech during the launch.

He added that many people were using smartphones and tablets nowadays and this application will help to ensure better connectivity with PBAPP.

Chief Minister Lim Guan Eng, who was present, also lauded the move to create the application for the betterment of the people.

He said it creates a platform for the people to interact in an effective manner with the corporation.

"It is designed to ensure two-way communication," he said while praising Penang for being the only state not to practice water rationing.

The five key functionalities of the application are viewing water accounts online, mobile payment of water bills (via e-banking accounts), reporting of any pipe bursts or water supply services, viewing important public notices from PBAPP and accessing information and news on water supply services.