

# App all set to make waves

Water consumers can pay bills and lodge reports via smart feature



PBAPP customer services secretary S. Shakunthala Devi explaining the myPBA app to visitors after the launching ceremony at Komtar, Penang.

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REGISTERED water consumers in Penang can now use the myPBA app to pay their water bills, lodge reports as well as access the latest information and notices on water supply services.

Penang Water Supply Corporation (PBAPP) chief executive officer Datuk Jaseni Maidinsa said the two primary objectives for launching the myPBA app were connectivity and customer convenience.

"The app is the corporation's latest customer care innovation for the benefit of our registered water consumers in Penang.

"We have 589,797 water consumers. We know that in today's connected world, many Penangites enjoy using the latest smartphones and tablets on a daily basis.

"As such, we launch the app for smart devices to enable our customers to connect more effectively with us," he said during the app launching in Komtar on Monday.

At the launching ceremony, Chief Minister Lim Guan Eng commended the PBAPP's management team for creating and launching the smart app to improve interactivity with their customers.

Lim added that the app allowed users to view their water accounts online and make payments from anywhere.

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Datuk Jaseni Maidinsa