

**3<sup>rd</sup> April 2015**

Press Statement by Ir. Jaseni Maidinsa  
Chief Executive Officer,  
PBA Holdings Bhd and PBAPP.

## **New and Improved Penang Water Bills**

PENANG, Friday, 3/4/2015: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) will issue “improved” water bills soon. The “new” bills will present billing information in a precise and more easily understandable format for the benefit of Penang’s water consumers.

Consumers who need clarifications or assistance with the new bills should consult PBAPP directly for assistance. For on-the-spot assistance, consumers should visit the nearest PBAPP Customer Care Centre (CCC) as listed below:

- **KOMTAR**  
L4, ICT, Phase 1B, Level 4  
Jalan Penang  
10000 Pulau Pinang
- **KEPALA BATAS**  
2160, Kompleks Pentadbiran Bertam,  
Jalan Bertam 1,  
13200 Kepala Batas, Seberang Prai
- **BALIK PULAU**  
1346, Jalan Sungai Pinang,  
11000 Balik Pulau, Pulau Pinang
- **PERAI COMPLEX**  
No. 1111, Tingkat Perusahaan 6-D,  
Kawasan Perindustrian Perai IV,  
13600 Perai, Pulau Pinang
- **BAYAN BARU**  
i-Avenue No 1-1-16 & 1-1-17,  
Medan Kampung Relau 1,  
11900 Pulau Pinang
- **RIFLE RANGE**  
36, Jalan Padang Tembak  
Air Itam, 11400 Pulau Pinang
- **BUKIT MERTAJAM**  
Wisma Hock Teik, 1378, Jalan Ciku,  
14400 Bukit Mertajam, Pulau Pinang
- **TAMAN SELAT**  
No. 77, Taman Selat,  
Jalan Bagan Luar,  
12000 Butterworth, Pulau Pinang
- **JAWI**  
Kompleks PBAPP Jawi,  
1830, Jalan Changkat,  
14200 Sungai Jawi,  
Seberan Perai Selatan

All CCCs are now connected “online” to facilitate prompt resolution of consumer issues.

For assistance via telephone, consumers can contact our 24-Hour Call Centre by dialling tel. no: 04 509 6 509. Consumers can also send an email to [customer@pba.com.my](mailto:customer@pba.com.my) to seek assistance.

To address a specific query or issue properly, we need to refer to a customer’s specific account in our database. We also need to verify all the facts and figures. When you consult us directly, details will be recorded for immediate reference and action. We may then act quickly to provide an explanation or to carry out the necessary actions to remedy the situation.

Please allow me to reiterate that our customer care tagline is “friendly, caring, responsive.” Our customer service representatives are trained to serve you promptly, provide the right answers in a timely manner, and help to resolve issues amicably.

#### “PBAPP ONLINE” PAYMENTS NOW AVAILABLE VIA 10 BANKS

For the convenience of Penang water consumers, PBAPP has established direct online water bill payment arrangements with 10 banks :

- Ambank
- Bank Islam
- Bank Simpanan Nasional
- Bank Rakyat
- CIMB
- HSBC
- Maybank
- Public Bank
- UOB
- Standard Chartered Bank

PBAPP customers can log in directly to the e-banking portals of these banks to settle water bills.

We have tried our best to make it “easy” for registered water consumers in Penang to use online e-banking facilities to settle their water bills at anytime, from anywhere, using a computer, tablet or smart phone.

Please note that different banks may impose different charges for the convenience of e-banking services.

**To completely avoid any service fees or charges for settling Penang water bills, water consumers can visit:**

- **Our 9 PBAPP Customer Care Centres as listed above, or**
- **TNB, MBPP, MPSP, PDC and Telekom Malaysia payment counters.**

Thank You.

Ir. Jaseni Maidinsa

Chief Executive Officer,  
PBA Holdings Bhd and PBAPP.

Issued by Perbadanan Bekalan Air Pulau Pinang Sdn Bhd  
Contact: Puan Syarifah Nasywa bt Syed Feisal Barakbah  
Corporate Communications Unit  
Tel : 04-201 3231  
Email: [syarifah@pba.com.my](mailto:syarifah@pba.com.my)