

23 January 2015

Press Statement by IR. JASENI MAIDINSA
General Manager,
Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP)

PBAPP: AVOID POS MALAYSIA'S RM0.90 FEE FOR WATER BILLS

PENANG, 23/01/2015: Water consumers in Penang should avoid the RM0.90 service fee imposed by Pos Malaysia (POS) for water bill collection.

To avoid the RM0.90 fee, consumers may pay water bills:

- at PBAPP's 9 Customer Care Centres - Komtar, Balik Pulau, Bayan Baru, Bukit Mertajam, Jawi, Kepala Batas, Prai Complex (Phase 4, Prai Industrial Estate), Rifle Range and Taman Selat (Butterworth).
- via the "PBAPP Online" e-water bill payment facilities established with 7 banks – Ambank, Bank Rakyat, CIMB, HSBC, Public Bank, UOB and Standard Chartered.
- at MPPP, MPSP, PDC, Telekom Malaysia and TNB payment counters.

PBAPP would like to make a few other clarifications on this issue:

Firstly, the RM0.90 fee is imposed by POS, and not by PBAPP.

PBAPP has been "subsidising" water consumers who have been paying their water bills via POS by absorbing this fee. However, PBAPP can no longer afford to do so because the number of water consumers increases every year, and so does the total POS fee payout by PBAPP.

Secondly, PBAPP is not discouraging/preventing consumers from settling water bills at post offices. However, there is a price for the convenience.

Regardless of bill amount, POS charges PBAPP a fee of RM0.90 per bill collected. For about 75% of Penang domestic consumers, PBAPP bills RM21.40 (or less) for water supply every two months. If the bill is RM21.40, and the consumer pays via POS, PBAPP “only receives” RM21.40 – RM0.90 (POS fee) = RM20.50.

It is a well-known fact that Penang domestic consumers enjoy the lowest average water tariff for water supply of up to 35,000 liters per month in Malaysia – RM0.31 per 1,000 liters. This average tariff is heavily subsidised for the benefit of domestic consumers. PBAPP can no longer afford to provide a “double subsidy” by “covering” POS’ bill collection fee.

Thirdly, PBAPP has not been “hiding”, nor are we trying to “hide”, the issue of RM0.90 POS fee.

The fact that we are printing a notice on all water bills shows that we are openly informing everyone ahead of time about this matter. We will continue to do so via other communication channels.

Thank You.

Issued by Perbadanan Bekalan Air Pulau Pinang Sdn Bhd

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