

30th January 2015

Press Statement

by Ir. Jaseni Maidinsa,

CEO, PBA Holdings Bhd, and General Manager, PBAPP.

OTHER COLLECTION CENTRES NOT CHARGING RM0.90 SERVICE FEE FOR WATER BILLS

- **NO service fee for payment at PBAPP, TNB, MPPP, MPSP, PDC, and Telekom Malaysia service centres.**
- **Pos Malaysia, not PBAPP, is charging RM0.90 per water bill collection.**

PENANG, 30/1/2015, Friday: Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) is not forcing any consumer to pay a RM0.90 service fee when settling Penang water bills.

In fact, consumers can pay at the following collection centres that DO NOT charge anything for the collection of water bills:

- PBAPP's nine Customer Care Centres at Komtar, Balik Pulau, Bayan Baru, Bukit Mertajam, Jawi, Kepala Batas, Prai Complex (Phase 4, Prai Industrial Estate), Rifle Range and Taman Selat (Butterworth); and
- All TNB, MPPP, MPSP, PDC and Telekom Malaysia collection centres.

All the above represent FREE-OF-CHARGE options for the payment of water bills in Penang.

It may be convenient for consumers to pay water bills at post offices. But, that convenience comes at a price – RM0.90 per bill.

PBAPP is NOT forcing anyone to pay Penang water bills at post offices. PBAPP is also NOT preventing anyone from paying water bills at a post office. However, if a consumer chooses to do so, they will pay an additional RM0.90 service fee per bill... to Pos Malaysia (POS).

RM0.90 per bill fee is set by POS, not PBAPP

PBAPP would like to reiterate that this is RM0.90 fee is imposed by POS for water bill collection. PBAPP does not earn anything from POS' RM0.90 fee.

People who want to ask why and how POS is charging RM0.90 a bill should ask POS. PBAPP has no control over the amount POS charges for bill collection.

So, when settling water bills, Penang consumers can choose to pay:

- NO FEE when you pay at PBAPP, TNB, MPPP, MPSP, PDC and Telekom Malaysia counters; or
- RM0.90 per bill at a post office.

Moreover, PBAPP has also established “PBAPP Online” Internet banking payment facilities with 9 banks - Ambank, Bank Rakyat, BSN, CIMB, HSBC, Maybank, Public Bank, UOB and Standard Chartered Bank. Online payments save time and money for petrol and parking, and consumers can pay from anywhere at any time of day.

To save on Internet banking charges, PBAPP consumers can also use the “PBAPP Prepaid” payment facility – pay any amount above your current bill amount and the additional credit will be auto-debited in your next water bill.

For more information on “PBAPP Online” and “PBAPP Prepaid”, please visit www.pba.com.my (click on the “Online Services” icon) or please visit a PBAPP Customer Care Centre.

Thank You.

Ir. Jaseni Maidinsa,
CEO, PBA Holdings Bhd, and General Manager, PBAPP.

Issued by Perbadanan Bekalan Air Pulau Pinang Sdn Bhd

Contact : Syarifah Nasywa bt Syed Feisal Barakbah
Corporate Communications Unit
Tel : 04-201 3231
Email : syarifah@pba.com.my