

28/2/2017

PRESS STATEMENT

*by Dato' Ir. Jaseni Maidinsa,
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Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP)*

WATER SUPPLY CONNECTION AND RECONNECTION CHARGES SET BY THE FEDERAL GOVERNMENT

- **RM35 disconnection and RM35 reconnection charges were set by the National Water Services Commission (SPAN) and the Ministry of Energy, Green Technology and Water (KeTTHA), and are being enforced via national rules and regulations.**
- **As the water operator licensed by SPAN to serve Penang, PBAPP must comply with national rules and regulations.**

PENANG, Tues (28/2/2017): The RM35 disconnection and RM35 reconnection charges for water supply in Penang were set by the Federal Government and have been gazetted as national rules and regulations.

The charges are being enforced by the Water Services Industry (Water Reticulation & Plumbing) Rules 2014 and the Water Services Industry (Water Services Deposits, Fees & Charges) Regulations 2014.

Please view or download the following PDF document posted on the SPAN website:

[http://www.span.gov.my/pdf/law/bm/Peraturan-Peraturan%20IPA%20\(Deposit,%20Fi%20dan%20Caj%20Perkhidmatan%20Air\)%202014.pdf](http://www.span.gov.my/pdf/law/bm/Peraturan-Peraturan%20IPA%20(Deposit,%20Fi%20dan%20Caj%20Perkhidmatan%20Air)%202014.pdf)

As the water operator licensed by the National Water Services Commission (SPAN) to serve the State of Penang, PBAPP must comply with national rules and regulations.

Since 1/4/2016, PBAPP has been implementing the following charges in Penang for domestic premises (meter size less than 50mm):

1	Disconnection Charge	RM35.00
2	Reconnection Charge	RM35.00
3	Notice of Disconnection Charge	RM 3.00
Total		RM73.00

On 21/2/2017, a Chinese daily printed a story quoting the 'Free Party' Penang Group as stating that the Penang State Government is taking advantage of the people by applying these charges.

PBAPP would like to clarify the following:

- 1) These charges were NOT set by the Penang State Government or Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP). These charges were set by SPAN and the Ministry of Energy, Green Technology and Water (KeTTHA), and are being enforced by Federal laws;
- 2) The charges are exactly in accordance with the provisions of national rules and regulations that have been gazetted; and
- 3) The charges are the same in Kelantan, Melaka, Selangor and other states that have migrated to the National Water Services Restructuring Initiative (NWSRI).

ONLY APPLICABLE TO A SMALL PERCENTAGE OF CONSUMERS

Please note that the charges are only applicable to water consumers who:

- Do not pay their water bills on time;
- Wish to voluntarily disconnect water supply (moving away); and
- Wish to voluntarily reconnect water supply (moving in).

The charges have NO effect on the majority of water consumers.

In the period 1/5/2016 to 31/12/2016, less than 2.5% of Penang's 504,400 registered domestic water consumers were billed these charges because they had defaulted on their water bill payments.

EASY TO PAY WATER BILLS IN PENANG

Instead of billing disconnection and reconnection charges for late payment, PBAPP would much prefer to have all our customers pay their water bills on time.

Please note that domestic water bills in Penang are issued on a bi-monthly basis or once every two months. This means that Penang consumers need only pay water bills 6 times a year.

Moreover, Penang Chief Minister YAB Tuan Lim Guan Eng has launched 'myPBA' app for connected mobile devices (smartphones and tablets) on 6/2/2017. 'myPBA' allows registered users to settle their water bills from anywhere, at any time, so long as they have an Internet connection and an e-banking account. This app is available for free download from the Apple App Store and the Google Play Store.

For consumers who prefer to pay using a personal computer, there is also the 'PBAPP Online' payment facility that we have established with 9 leading Malaysian banks. They can easily pay their water bill via these banks' e-banking portals.

There is even a 'PBAPP Prepaid' facility that allows consumers to pre-pay for water supply via online transactions or at PBAPP's nine Customer Care Centres throughout Penang.

As such, PBAPP has made it very convenient for domestic water consumers to avoid paying the national disconnection and reconnection charges, unless they are moving.

Thank You.

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