

25<sup>th</sup> November 2017

## **PRESS STATEMENT**

by Dato' Ir. Jaseni Maidinsa,  
Chief Executive Officer,  
PBA Holdings Bhd (PBAHB) and  
Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP).

### **“PULAU PINANG BANGKIT” WATER BILL DISCOUNTS WILL BE SHOWN IN FUTURE BILLS, FROM JANUARY 2018**

- **Discounts for November 2017 water consumption do not appear on current water bills that are issued by meter readers on-the-spot.**
- **Discounts will appear in the next few months' water bills because PBAPP's I.T. system needs to compute the discount for each individual consumer.**
- **There are different billing cycles for Penang's 589,797 registered water consumers.**
- **Depending on water billing cycles, the discounts will appear on bills dated January – March 2018.**

PENANG, Saturday (25/11/2017): Perbadanan Bekalan Air Pulau Pinang Sdn Bhd's (PBAPP) “Pulau Pinang Bangkit” water supply bill discounts will be shown in Penang water bills dated January – March 2018.

There are 589,797 registered water consumers in Penang. PBAPP needs to compute each individual consumer's consumption before applying the correct amount to be discounted.

Please note that the billing cycles for various groups and categories of water consumers in Penang are different. For example, the billing cycle for domestic consumers is bi-monthly (once every 2 months), while the billing cycle for trade consumers may be monthly or bi-monthly.

Moreover, the water meters of different groups of consumers located in the various areas in Penang are read by PBAPP water meter readers at different times.

As such, different consumers receive their water bills at different times.

Accordingly, the discount will only appear on the following bills as follows:

<i>Consumer Category</i>	<i>Water Discount (%)</i>	<i>WCS Discount</i>	<i>Meter Reading</i>	<i>Month of Bill Discounts to be Credited</i>
Domestic (bi-monthly)	50%	100%	Oct – Nov 2017	Feb 2018
			Nov – Dec 2017	Mar 2018
Trade (bi-monthly)	25%	NA	Oct – Nov 2017	Feb 2018
			Nov – Dec 2017	Mar 2018
Trade (monthly)	25%	NA	Nov 2017	Jan 2018
			Dec 2017	Feb 2018

Please note that PBAPP's "Pulau Pinang Bangkit" water bill discounts will be automatically generated and printed on PBAPP water bills. There is no need for the public to apply for the discount.

We sincerely apologise for any inconvenience caused.

Thank You.

Dato' Ir. Jaseni Maidinsa,  
Chief Executive Officer,  
PBA Holdings Bhd (PBAHB) and  
Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP).

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