

# CORPORATE CALENDAR 2016



18 April 2016

## PBAHB Signed Corporate Integrity Pledge With MACC

PBA Holdings Bhd became the first water operator in the Northern region to sign 'Corporate Integrity Pledge' (CIP) with the Malaysian Anti-Corruption Commission (MACC), thus marking yet another milestone in the annals of PBAHB.

CEO Dato' Ir. Jaseni Maidinsa led more than 50 employees, including Heads of Divisions, Heads of Department and Executives in the corporate pledging ceremony, followed by the signing of the CIP between the CEO and Penang MACC Director, Dato' Samarajoo Manikam.



23 April 2016

## World Water Day 2016

The World Water Day celebration was held at Air Itam Dam for the second time. This annual event was organised by the Water Watch Penang, with support from PBAPP.

The event attracted children and adults, with games and exhibition booths which support water conservation and green living. The event was officially launched by Penang Deputy Chief Minister II, YB Prof. Dr P. Ramasamy, on behalf of Penang Chief Minister, YAB Tuan Lim Guan Eng.



## Corporate Calendar 2016 (Cont'd)



5 May 2016

**PBAPP 'Opened' Two New Reservoirs In Jawi**

Two new treated water reservoirs were commissioned in Jawi at the cost of RM16.7 million to ensure more than sufficient on-site storage of water in Seberang Prai Selatan (SPS) for more than 24 hours. The reservoirs were officially "opened" by Penang Deputy Chief Minister II YB Prof. Dr. P. Ramasamy.



There are about 62,000 water consumers in SPS. The daily water demand of SPS is about 86 million litres per day (MLD). The number of consumers and the daily water demand of SPS will increase significantly in the near future.

24 May 2016

**PBAHB 16th Annual General Meeting 2016**

765 shareholders and proxy holders attended the AGM held at Hotel Jen. The meeting was presided by Penang Chief Minister, YAB Tuan Lim Guan Eng, who is also PBAHB Chairman.

Eleven resolutions were passed during the AGM. The 16th AGM approved a final single tier dividend of 4.0% for the year in review. The amount of this final dividend payout was RM6.62 million. As such, the net dividend proposed and declared by PBAHB for the financial year ending 31st December 2015 was 7.5%. This marks the 13th consecutive year that PBAHB has rewarded all its shareholders with dividends.





3 June 2016

### Official Opening Ceremony of Package 12, Sungai Dua Water Treatment Plant

Package 12 of the Sungai Dua Water Treatment Plant represents an expanded and extended water supply assurance to water consumers in Penang. It boosted Penang's water treatment capacity to 36.3%, one of the highest in the country.



The maximum designed output of this plant has been increased from 136 MLD in 1973 to 1,228 MLD in 2016. This represents a 900% increase in water treatment capacity.

Package 12 was officially opened by Penang Chief Minister, YAB Tuan Lim Guan Eng.

23 July 2016

### Penang Green Carnival 2016

The Penang Green Carnival 2016 was held from 23 – 24 July 2016 at Sunway Carnival Mall, Seberang Jaya.

The event was officiated by Penang Chief Minister, YAB Tuan Lim Guan Eng.

PBAPP's booth attracted many visitors with water quizzes and water games.



## Corporate Calendar 2016 (Cont'd)



23 August 2016

**PBAPP Long Service Award**

A total of 82 staff were recognised for their long and loyal service to PBAPP. 30 staff received recognition for their 30 years' service while 52 staff were recognised for their 35 years' service. The event was held at Equatorial Hotel Penang.

The awards were presented by Penang Deputy Chief Minister I, YB Dato' Haji Mohd. Rashid Hasnon.



31 August 2016

**Merdeka Parade 2016**

PBAPP participated in the 59th Merdeka Parade held at Padang Kota, Penang.

A total of 65 staff from various departments participated in the parade, headed by En. Mohd Zulkifli Abd Hamid, Head of Human Resources and Security Division. Commitment and teamwork from all participants contributed to their success as they emerged Runner-Up in the competition.





18 September 2016

### Official Launching Of Bukit Dumbar Pumping Station 2

PBAPP commissioned a new water pumping station to "strengthen the guarantee of continuous good water supply" to the Bayan Lepas Free Trade Zone (FTZ), the Penang International Airport and all southern areas on the island.

The Bukit Dumbar Pumping Station 2 (BD2), which cost RM11.9 million, was designed to pump up to 270 million litres of water per day (MLD). Its operations will benefit about 315,000 people on Penang Island.

This pumping station will complement PBAPP's water pumping operations at Bukit Dumbar for the benefit of the FTZ, the airport and about 315,000 people, improve pumping efficiency of water from Sungai Dua Water Treatment Plant to the southern areas of Penang Island daily and reduce pumping costs to the Bukit Gedung Reservoir daily to support the treated water needs of Teluk Kumbar, Gertak Sanggul and Balik Pulau.

The BD2 was officially launched by the Chief Minister of Penang, YAB Tuan Lim Guan Eng.



2 December 2016

### New Teluk Bahang Dam Public Car Park

Penang Chief Minister, YAB Tuan Lim Guan Eng officially opened the new 4,500 sq. metre public parking near Teluk Bahang Dam.

The Teluk Bahang Dam Public Car Park provides 20 bus parking lots, 32 car parking lots and 15 motorcycle parking bays. The car park is open daily for public to use free of charge.



Corporate Calendar 2016 (Cont'd)



6 February 2017

'myPBA' App For Mobile Device Users In Penang

Penang Chief Minister YAB Tuan Lim Guan Eng officially launched PBAPP's innovative 'myPBA' app, for the convenience of water consumers in Penang.



Water consumers in Penang may now use their mobile smart devices to make payment for water bills, lodge reports and access the latest information on water supply services via "myPBA" mobile application.

The app is available for download, free of charge, from the Google Play Store (for Android devices) and the App Store (for Apple iOS devices).



Access and pay your Penang water bill via a smartphone or tablet today.



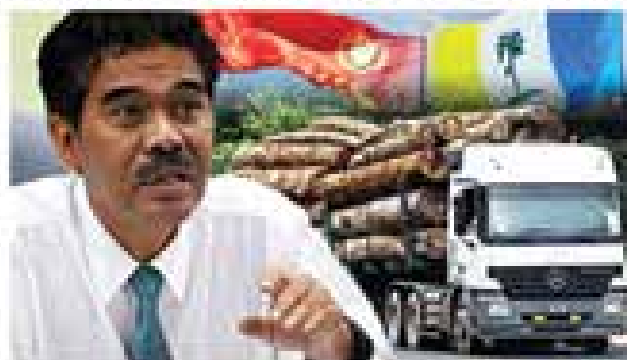


## Logging affects main water source for Kedah, Penang

**Fredieg Nambiar**

| May 14, 2014

**Gazette whole Ulu Muda water catchment area to safeguard future water supply and growth of Kedah and Penang, urges Penang Water Supply Corporation CEO.**



**GEORGE TOWN:** The whole northern region will "suffer" if logging continues in Ulu Muda, Kedah, Penang Water Supply Corporation (PBA) Chief Executive Officer Jaseri Mathee said.

He said PBA had objected to logging activities near the Ulu Muda water catchment area since 1997 as it affects supply of clean water to its tributaries.

"The catchment area is the main source of water for the whole of northern Malaysia. It is a critical engine for economic growth.

"With the latest reports of logging in the area, we can be sure the quality and quantity of water will be degraded in the long run.

"The whole northern region will suffer as a result," he said at a press conference today.

Ulu Muda is home to the Muda Dam, which is connected to Sungai Muda, from which PBA draws its water near Butterworth for treatment.

Jaseri said although PBA can clean up the murky water in Sungai Muda, it is a costly affair.

"I am sure you have seen Sungai Muda. Why is it 'lah lahi' in colour? It is because of logging.

"How long can the treatment plant 'tahan' (withstand) this kind of abuse?"

English daily The Star front-paged a story today on the "rampant logging" at the Ulu Muda Forest Reserve. The catchment at the reserve provides water for Perlis, Kedah and Penang.

The 180,000ha site also has high biodiversity value, being home to many large mammals.

Jaseri urged the federal water agencies to gazette important catchment areas like this.

He said the extraordinary dry spell experienced nationwide should be a lesson on the importance of preserving water catchment areas.

"We know the logging is legal. But let's look at the bigger picture. Kedah earns RM300-RM500 million in royalties from logging activities. But disrupting the regular water supply to Penang and Kedah, which has a combined gross domestic product of RM100 billion, puts all of us at the losing end," he said.

# STOP THE LOGGING IN ULU MUDA NOW

## 16th May 2016 Press Statement

The Federal Government must act immediately to stop logging in the Ulu Muda Forest Reserve now.

This forest reserve serves as the primary water catchment area for Sungai Muda – the main source of raw water for South Kedah and Penang. If the forest reserve is further damaged or destroyed, there will be serious consequences in terms of the availability from sufficient raw water from the river.

Logging in the Ulu Muda Forest Reserve threatens:

- 1) Water supply for more than 2 million people in South Kedah and Penang.
- 2) Water supply for thousands of businesses, including high-technology manufacturing companies operating in the Kulim High-Tech Park and Penang's industrial parks.
- 3) Irrigation for padi farmers in South Kedah and Penang.

Based on the front page report of The Star today, the Federal Government should act immediately to gazette Ulu Muda as a water catchment area. Logging in the area should be stopped immediately, and totally banned in the future.

If Kedah needs financial assistance to protect Ulu Muda, Kedah should seek Federal funds to implement this initiative.



# CORPORATE SOCIAL RESPONSIBILITY 2016



## PROVIDING CONTINUOUS AND GOOD WATER SUPPLY COVERAGE TO PENANG CONSUMERS

The main corporate social responsibility (CSR) for the PBAHB Group of Companies and our main Key Performance Indicator (KPI) is to provide 100% urban water supply coverage and 99.8% rural water supply coverage in Penang.

It is indeed a very significant achievement to be able to reach that level, taking into consideration that the population in Penang in 2016 was 1.72 million. In 2016, there was an increase in our water consumption at 826.8 million litres per day as compared to 812.8 million liters per day in 2015.

We strive to maintain the lowest domestic water tariff in Malaysia so water supply is accessible to as many household as possible. Our domestic water tariffs for consumption of up to 35,000 liters per month are still the lowest in Malaysia because the tariffs are subsidised. Penang Chief Minister, YAB Tuan Lim Guan Eng has repeatedly stressed that Penang has to "avoid water rationing at all costs". Thus, the Penang State Government expects more Penang consumers to develop the "habit" of saving water to avoid rationing in this age of climate change.

PBAPP's mission is to continue supplying water to as many Penang residents as possible every day, especially those in the lower income group.

*Corporate Social Responsibility 2016 (Cont'd)***SUPPORT FOR THE NEEDY AND RELIGIOUS INSTITUTIONS**

For the benefit of very low-income households in Penang, PBAPP has been providing tariff rebates and "interest-free loans" for water supply connections.

Under the "Kampung Loans" programme, 46 households received interest-free loans totaling RM68,109.80 from PBAPP for water connections in 2016. The maximum income of these households was RM1,000 per month and they were eligible for interest-free loans of up to RM1,500 each, payable by installment via water bills. PBAPP also waived all deposits, including trunk mains contributions for these "kampung loan" connections.

Under its tariff rebate programme, PBAPP provided two categories of support to 209 households totaling RM17,055.26 in 2016. The monthly income of these households was not more than RM770 per month. The beneficiaries were recommended by the Penang State Welfare Office or District Offices and endorsed by the State Economic Planning Unit.

The first category, for qualified premises without existing water connections, one free connection was provided, from the main pipeline to the premise, to one tap. Needy households who required pipe connections under this category were also given waivers for meter deposits. Normal meter deposits ranged between RM50 to RM100, depending on the type and size of building.

The second category, for qualified premises with existing water connections, PBAPP provided a water bill rebate for consumption of up to 60,000 liters every two months (1 cycle).

Besides the two categories, PBAPP has also provided water rebates for Places of Worship since March 2009. In 2016, 10,363 places of worship which consists of mosques, surau, churches, Chinese and Hindu temples were given rebates amounting to RM69,785.00.

**HOUSEHOLDS OF EIGHT PERSON AND MORE GET 60% WCS REBATE**

Large households of 8 persons or more can apply for the 60% Water Conservation Surcharge (WCS) discount. Customers who want to apply may get the forms from Perbadanan Bekalan Air Pulau Pinang Sdn Bhd's (PBAPP) nine Customer Care Centres in all five districts in the state.

As of 31 December 2016, 821 applications were approved with rebates totaling RM46,482.90.

**SQUASH DEVELOPMENT IN PENANG**

PBA Holdings Bhd Group of Companies has always been very supportive in the development of squash in Penang. It started with the building of the international squash centre which is now known as the Nicol David International Squash Centre (NDISC) in 1985. Since then, PBA continues to assist in the maintenance and upgrading works to ensure the centre is in good condition as a training ground and also to host international events.

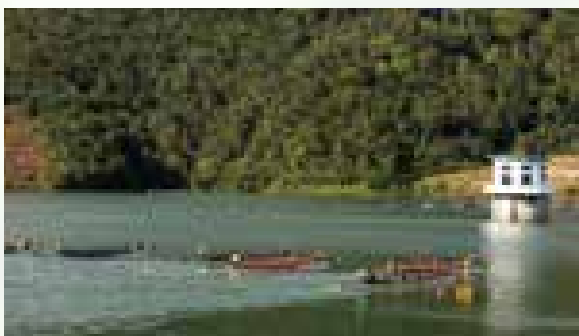
Besides that, in 2016 the company sponsored the PBA Penang International Junior Squash Open Championship, apart from funding the squash development program in Penang.

**MAIN SPONSOR FOR PENANG FOOTBALL TEAM**

In 2016, as a responsible corporate citizen which aspires to see the development and success of the Penang Football Team, PBAPP contributed to the Football Association of Penang (FAP) to help finance the football team.

**SUPPORTING PENANG STATE EVENTS**

PBAPP had also supported the Penang Georgetown Festival 2016, in celebration of the inscription of George Town on the UNESCO World Heritage Listing on 7th July, 2008. An annual event, the Festival is a feast of theatre, music, dance, film, art, opera, food, fashion, photography and inspirational talks.



The festival promotes arts and culture and engage all stakeholders to work collectively with the aim of stimulating Penang's economy and its presence as a tourism destination. The Festival acts as a catalyst to advance art and heritage education, promotes dialogue, and encourages mutual understanding between urban communities of the past and present.

*Corporate Social Responsibility 2016 (Cont'd)***PENANG HOUSE OF MUSIC**

PBAHB was instrumental in the setting up of the Penang House of Music, which was officially opened by Penang Chief Minister, YAB Tuan Lim Guan Eng on 21st November 2016. It is located at Level 4, KOMTAR and is the latest exciting and inspiring venue in town.

It is dedicated to the celebration of Penang's rich and amazing musical heritage, which covers some 7,000 square feet and it houses a Gallery, Resource Centre and the Black Box.

The Gallery combines wall posters with interactive displays, listening posts, videos, rotating cubes, wall murals, artifacts, musical instruments, and more. The Resource Centre is a ground-breaking, unique and extraordinary resource, housing in its digitalised database thousands of materials covering every aspect of Penang's musical heritage. Photographs, books, press cuttings, posters, souvenir programmes, records (vinyls), videos, and digital music are just some of the items which are available to the public. It will also be a place of research and will drive forward the further documentation of Penang's musical heritage.

**TELUK BAHANG DAM PUBLIC CAR PARK**

Another public service project is the Teluk Bahang Dam Public Car Park, which was opened by YAB Tuan Lim Guan Eng on 2 December 2016. PBAPP invested RM478,000 to build the car park on their 4,500 sq. metre land, for public use. The Teluk Bahang Dam Public Car Park provides 20 bus parking lots, 32 car parking lots and 15 motorcycle parking bays.

It reflects PBAPP's unwavering commitment to sustain a green environment and support tourism as the car park is near both Escape and Entopia, two of Penang's main eco-tourism attractions.

**INTERNATIONAL DRAGONBOAT FESTIVAL**

The 37th Penang International Dragonboat Festival was held on 10th – 11th December 2016 and attracted more than 2,000 dragonboat

rowers from Australia, China, Hong Kong, Macau, Malaysia, Philippine, Singapore and UAE. This event was held at Teluk Bahang Dam and is a mainstay in Penang's annual sporting and cultural calendar. It is a big tourist attraction and is recognised as a major state tourism event.

**WATER AWARENESS AND CONSERVATION**

As Penang is a water-stressed state with limited raw water resources and unlimited potential for growth, PBAPP promotes wise usage of water in households.

Penang is the first state to introduce Water Conservation Surcharge (WCS) as one of the efforts to curb excessive use of tap water by domestic consumers. It aims to encourage households to reduce their per capita domestic consumption from 291 liters per capita per day in 2015 to 233 liters per person per day as soon possible.

PBAPP's sustainable water supply programme in 2016 included the sponsorship of projects undertaken by Water Watch Penang (WWP) to promote water awareness and conservation. WWP is a non-government organisation and it carries out projects that help to focus public attention on the urgent need to save water at home.

Top on WWP's annual calendar is the commemoration of World Water Day in Penang. Since 1999, PBAPP has been actively supporting and participating in this event that highlights the latest information and trends related to water saving in Penang and all over the world.

PBAPP also took part in water conservation campaigns at schools and the Penang Green Carnival 2016 held at Sunway Carnival, Seberang Jaya.

# Penang CM proposes raw water supply issue

2 news



From left: Lim Guan Eng, Deputy Chief Minister (Dutera) Lim Guan Eng, Menteri Besar Kedah Tan Sri Abdul Razak Nohari and other officials checking the newly upgraded Sungai Dua Water Treatment Plant in Sungai Dua, Pulau Pinang.

## No more dry taps with plant upgrade

### Penang's water treatment artery gets RM54.9mil overhaul

THE Sungai Dua Water Treatment Plant (SDWTP) in north Selatang Fasa, which was upgraded at a cost of RM54.9mil, will ensure sufficient water supply in Penang.

Dubbed as Penang's Most Highly Evolved Water Treatment Plant, the SDWTP saw upgrading works completed in January, to brace for the dry spell in March and April.

Located on a 68.2ha site in Sungai Dua, the plant receives raw water sourced from Sungai Muda, pumped through a 34km canal from Lahar Taung. The plant is capable of treating 1,224 mil litres of raw water daily.

Treated water from the plant is then transported through 27.2km of steel pipelines laid in Selatang Fasa for distribution to Butterworth and Perak, and through 3,600km of twin submersed pipelines to the island.

Speaking at the opening of the upgraded plant yesterday, Penang Water Supply Corporation Sdn Bhd (PBAPP) chief executive officer Doruk Jaseem Moolan said the plant supplies more than 90% of Penang's

treated water daily.

"There are also treatment plants and SDWTP is the only one that can meet the demand or shortfall with a 30% reserve margin of treated water," he said in his speech.

He noted that the plant had undergone major upgrading works since the official opening of the Sungai Muda Water Scheme by the late Prime Minister Tun Abdul Razak Hussein in 1973.

"Water consumption in Penang has increased by 400.2% from 12.1mil cu m in 1973 to 394.66 cu m in 2013.

"SDWTP's maximum treatment capacity has also increased from 120 million litres per day (MLD) in 1973 to 1,228 MLD now, which represents about 100% increase," added Jaseem. Chief Minister Lim Guan Eng, who is also PBAPP chairman, in his speech praised PBAPP for ensuring water reticcing does not occur in the state.

"The upgrading of SDWTP marks another milestone in preventing water reticcing and ensuring Penangites receive clean water supply throughout the year.

"In 2015, SDWTP released an average of 812mil litres of water daily for 1.7 million people in Penang," he said.

Although Lim is confident that facilities in the state are able to sustain consumption, he expressed concern over the supply of source.

"We urge the Federal Government to implement the proposed Sungai Perak Raw Water Transfer Scheme (SRWTS) to explore water resource and fulfil the need for raw water until year 2050.

"The Federal Government must also stop logging activities in Ulu Muda and convince Sabah to proclaim the Ulu Muda water catchment immediately, which sources raw water for Perlis, Kedah and Penang.

"We also hope the Government will carry out its responsibility as agreed upon in the National Water Services Restructuring Initiative in 2012, which states that the Federal Government has responsibility to fulfil the need of raw water in Penang and to sustain four water projects within the northern region," he said.

# BOOSTING PENANG'S WATER TREATMENT RESERVE CAPACITY TO 36.3%

3rd June 2016 Press Statement

PENANG, Friday (3/6/2016): The official opening of Package 12 of the Sungai Dua Water Treatment Plant (Sungai Dua WTP) has boosted Penang's water treatment capacity to 36.3%, one of the highest in the country.

A 36.3% treatment reserve is important because:

1. It provides a firm guarantee that PBAPP is capable of treating more than enough water for Penang, 24/7, 365 days a year. However, like any guarantee, it is subject to conditions. In this case, the most important condition is the availability of raw water from Sungai Muda.
2. It reflects our commitment to meet Penang's future water treatment needs, at least for the next 5 years.
3. It supports PBAPP's mission to avoid water rationing at all costs in Penang, as per the direction of the State Government.

In short, Package 12 represents an expanded and extended water supply assurance, from PBAPP to all our 575,747 customers in Penang... including all the high-tech manufacturing plants and world-class hotels, as well as international service providers and property developers.



Sungai Dua Water Treatment Plant

# AWARDS & CERTIFICATIONS



## **Anugerah Kualiti**

Year : 1991  
Awarded By : Ketua Pengarah MAMPU



## **MWA Outstanding Water Award for Management 2001**

Year : 2001  
Awarded By : The Malaysian Water Association



## **Anugerah Pejabat Terbaik Negeri Pulau Pinang**

Year : 1991  
Awarded By : Kerajaan Negeri Pulau Pinang



## **Silver Award - OSH Awards**

Year : 2001  
Awarded By : Malaysian Society for Occupational Safety & Health



## **Anugerah Khas Perkhidmatan Awam Anugerah Pengurusan Kewangan**

Year : 1992  
Awarded By : JPA



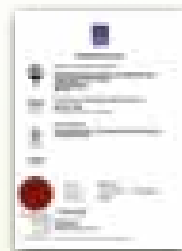
## **Gold (Class II) OSH Awards**

Year : 2006  
Awarded By : Malaysian Society for Occupational Safety & Health



## **Anugerah Khas Perkhidmatan Awam Anugerah Pengurusan Teknologi Maklumat**

Year : 1993  
Awarded By : JPA



## **ISO 9001 : 2008 Quality Management System Certification**

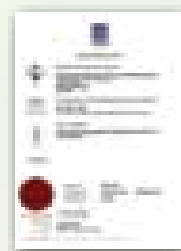
Treatment and Supply of Potable Water with Provision of Customer Services

Obtained Since : 2003



## **Anugerah Kualiti Ketua Menteri Pulau Pinang**

Year : 1993  
Awarded By : Kerajaan Negeri Pulau Pinang



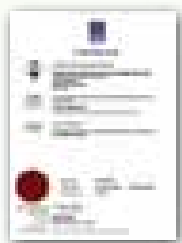
## **ISO 14001 : 2004 Environmental Management System Certification**

Management and Treatment of Raw Water and Supply of Potable Water

Perbadanan Bekalan Air Pulau Pinang Sdn. Bhd. Tingkat 32 & 33, Menara Komtar, Jalan Penang, 10000 Pulau Pinang, Malaysia

Obtained Since : 2005

## Awards &amp; Certifications (Cont'd)



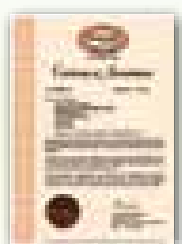
**OHSAS 18001 : 2007  
OHS Management  
System Certification**  
Treatment and Supply of Potable Water  
with Provision of Customer Services

Obtained Since : 2006



**Inaugural KIA Awards**  
• **Water Services Operator of the Year**  
• **Efficiency Award**

Year : 2013  
Awarded By : Ministry of Energy,  
Green Technology & Water



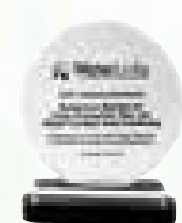
**MS ISO/IEC 17025 : 2005**  
Competent Testing  
Laboratory : Chemical

Obtained Since : 2008  
Accredited by : Standards Malaysia



**Penang Green Office Award**  
Bayan Baru Customer Care Centre

Year : 2014  
Awarded By : Penang Green Council



**2011 WaterLinks Award**  
2011 International Award for Best  
Water Operator Partnership

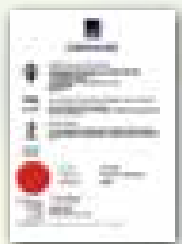
Year : 2011  
Awarded By : WaterLinks



**CAFEO 33 Award**  
ASEAN Outstanding Engineering  
Achievement Award 2015  
- PBAPP Sungai Dua Water Treatment Plant

ASEAN Outstanding Engineering  
Achievement Award 2015  
- Dato' Ir. Jaseni Maidinsa

Year : 2015  
Awarded By : ASEAN Federation of  
Engineering Organisations



**ISO/IEC 27001 : 2013**  
Information Security Management System  
for the Management and Treatment  
of Potable Water at Sungai Dua Water  
Treatment Plant

Obtained Since : 2013  
Accredited By : SIRIM QAS International

# PBAPP BOARD OF DIRECTORS



**YAB TUAN LIM GUAN ENG**  
*Non-Executive Chairman*

*PBAPP Board of Directors (Cont'd)*



**YB DATO' HAJI MOHD RASHID BIN HASNON**  
*Non-Executive Deputy Chairman*



**YB PROF. DR. P. RAMASAMY A/L PALANISAMY**  
*Non-Executive Director*



**YB DATO' SERI FARIZAN BIN DARUS**  
Non-Executive Director



**YB PUAN SARUL BAHYAH BINTI ABU**  
Non-Executive Director

PBAPP Board of Directors (Cont'd)



**YB TUAN LIM HOCK SENG**  
*Non-Executive Director*



**YB TUAN NG WEI AIK**  
*Non-Executive Director*



**YB TUAN SIM TZE TZIN**  
*Non-Executive Director*

# CLIMATE CHANGE

In 2016, 'Super El Niño' generated a 5-month long dryseason in Malaysia, from 1st January to 1st June.

The effective capacities of most dams in Malaysia dropped to record low levels. Rationing had to be imposed in several areas in some states.

There was no rationing in Penang because PBAPP had implemented dry weather water controls since December 2015.

We do not know when the next 'Super El Niño' will hit us. Climate change may be beyond anyone's control.

However, your daily domestic water consumption is within your control.

Penang's per capita domestic consumption in 2016 was 286 litres/capita/day (l/c/d). It is still the highest in Malaysia.

Please use less water at home everyday. Wiser usage of water will help to ensure that we are in a better position to outlast another prolonged dry season in the future.

We need you to use water wisely so that Penang may continue to avoid rationing at all costs in this age of climate change.



Please visit [pba.com.my](http://pba.com.my) for water saving tips today.



## Guan Eng praises PBAPP

Posted on 18 September 2016 - 02:30pm  
Last updated on 18 September 2016 - 04:13pm  
Iwan Hilmy  
newsdesk@thesundaily.com



**GEORGE TOWN** Penang Chief Minister Lim Guan Eng (pic) today commended Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) for 'walking the talk' by avoiding water rationing in the state.

He said ensuring sufficient supply of water is a basic requirement to continued progress and prosperity of the state.

The policy of 'no water rationing or heads will roll', he added, has ensured that the management of the state water authority practices the best water management in the country.

"On behalf of the state government, I commend PBAPP for 'walking the talk' by realising projects to avoid rationing of water supply in the state at all cost", he said at the official launch of PBAPP's new RM11.9 million Bukit Dumbo Pumping Station 2 (BD2), designed to pump 270 million litres of water per day (MLD) which can benefit about 315,000 people on the island.

PBAPP CEO Daruk Jasoni Maidinda said the new station will complement PBAPP water pumping operations at Bukit Dumbo to accommodate the Free Trade Zone in Bayan Lepas and also the Penang International Airport.

He said it will also improve pumping efficiency of water dam from Sungai Dua Water Treatment Plant to the southern areas of Penang island daily.

"The cost of pumping treated water from Bukit Gedung Reservoir daily to Teluk Kumbar, Gerak Sanggul and Balik Pulau will also be reduced", he said.

With the commissioning of the BD2, a total of RM95.5 million has been invested by PBAPP to improve water supply in the state.

# PBAPP INVESTED RM89.5 MILLION TO ENSURE WATER SUPPLY SECURITY IN PENANG

18th September 2016 Press Statement

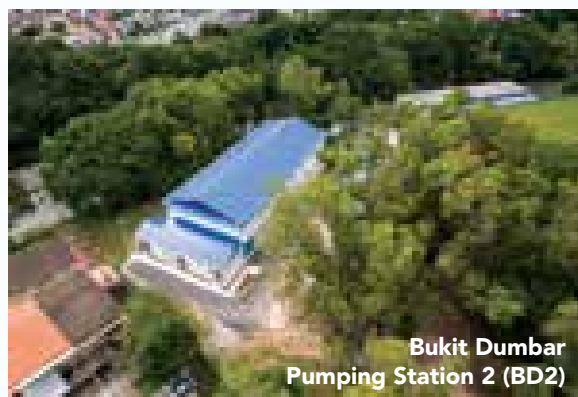
PENANG, Monday, 18/9/2016: A total of RM89.5 million has been invested in Penang this year to sustain good water supply for the benefit of 1.7 million people and thousands of businesses, including more than 300 multinational corporations.

In 2016, PBAPP has commissioned the following:

- The new RM11.9 million Bukit Dumbar Pumping Station 2 (BD2), with a designed capacity of 270 million litres per day (MLD), to improve and “back-up” water pumping operations to the Bayan Lepas Free Trade Zone, the Penang International Airport and all southern areas of Penang Island;
- The RM54.9 million Package 12 of the Sungai Dua Water Treatment Plant to increase the water treatment output of an international award-winning treatment plant that is the biggest of its kind in Malaysia; and
- Two reinforced concrete treated water reservoirs to ensure 24-hours stand-by water storage in Jawi, Seberang Prai Selatan, costing RM16.7 million.

- A 900mm pipeline from Sungai Keluang, along Tun Dr. Awang, to the Penang International Airport roundabout costing RM6.0 million.

In August 2016, PBAPP has also completed critical pipe upgrading works at the Sungai Dua Water Treatment Plant, and pipe connection works in the Bayan Lepas area.



**Bukit Dumbar Pumping Station 2 (BD2)**



The quality of the water supply is the highest that the company has ever achieved. The quality of the water supply is the highest that the company has ever achieved. The quality of the water supply is the highest that the company has ever achieved.

Kudos to water supplier

GEORGE TOWN: Penang Minister Lim Guan Eng yesterday commended Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) for “walking the talk” by avoiding water rationing in the state, ensuring sufficient supply.

# PBAHB TOP MANAGEMENT

(as at 31st December 2016)



**Dato' Ir. JASENI BIN MAIDINSA**  
Group Chief Executive Officer



**Ir. CHONG MENG CHOON**  
Group Chief Operating Officer  
Head of Water Operations  
Division



**DR. MARY ANN HARRIS**  
Group Chief Financial Officer  
Head of Finance Division

**ENCIK RAFFIQ RAVEENDRAN  
BIN ABDULLAH**  
Head of Human  
Resource Division



**PUAN JOYCE LEE SUAN IMM**  
Head of Corporate  
Affairs Division





### **IR. CHONG MENG CHOON**

*Aged 57, male, Malaysian Citizen  
Group Chief Operating Officer*

Ir. Chong Meng Choon was appointed as Chief Operating Officer on 1 March 2015.

Ir. Chong Meng Choon holds a B.E (Hons) Civil Engineering degree from Monash University (1984) and a Diploma in Management (Merit) from the Malaysian Institute of Management (1988). He is a registered Professional Engineer with the Board of Engineers, Malaysia (BEM). He was actively involved with The Institution of Engineers Malaysia (Northern Branch) from 1996 till 2002 where he was the Vice Chairman. He was also the Chairman of Koperasi Pekerja PBA Berhad.

He has been serving in PBAPP/PBA since 1984. He has previously held the positions of Production Engineer, Distribution Engineer, Consumer Engineer, Assistant Manager for Operations for Seberang Perai, Assistant Manager for Strategic Planning and Manager for Planning & Development.

He does not hold any ordinary shares in the Company or its subsidiaries, has no family relationship with any Director and/or major shareholder of the Company and has no conflict of interest with the Company. He has not been convicted of any offences within the past five (5) years and has not been imposed any public sanction or penalty by the relevant regulatory bodies during the financial year 2016.



### **DR. MARY ANN HARRIS**

*Aged 49, female, Malaysian Citizen  
Group Chief Financial Officer*

Dr. Mary Ann Harris was appointed as Chief Financial Officer on 1 July 2014. As Chief Financial Officer, she is tasked with the effective financial and risk management, as well corporate governance of the company.

Dr. Mary Ann holds a Bachelor of Accounting (Hons) degree from the University of Malaya and earned her MBA at University Utara Malaysia. She received her Doctorate of Business Administration (DBA) from University Sains Malaysia in 2008.

As a Chartered Accountant, Dr. Mary Ann has nearly 25 years of experience in public practice, industry and commerce. She was previously the General Manager of a hotel, which she led to win the best 4 star award (Top 5) in the Hospitality Asia Platinum Awards (2013 – 2015). She was elected the Chairman of the Malaysian Association of Hotels – Penang Chapter for two terms.

She does not hold any ordinary shares in the Company or its subsidiaries, has no family relationship with any Director and/or major shareholder of the Company and has no conflict of interest with the Company. She has not been convicted of any offences within the past five (5) years and has not been imposed any public sanction or penalty by the relevant regulatory bodies during the financial year 2016.

# PBAPP SENIOR MANAGEMENT TEAM

(at 31 December 2016)



Sitting from left to right :

**PUAN JOYCE LEE SUAN IMM**  
Head of Corporate Affairs Division

**ENCIK RAFFIQ RAVEENDRAN  
BIN ABDULLAH**  
Head of Human Resource Division

**DATO' Ir. JASENI  
BIN MAIDINSA**  
Chief Executive Officer

**DR. MARY ANN HARRIS**  
Chief Financial Officer  
Head of Finance Division

**Ir. CHONG MENG CHOON**  
Chief Operating Officer  
Head of Water Operations Division

Standing from left to right :

**ENCIK ZANUDIN BIN HANAFIAH**  
Head of Department,  
Planning & Development

**ENCIK MOHAMMAD ZULKIFLI  
BIN ABDUL HAMID**  
Head of Department,  
Human Resource

**Ir. ISMAIL BIN ISHAK**  
Head of Department,  
Facilities & Instrumentation

**ENCIK MOHAMED ABDULLAH  
BIN TAJUDIN**  
Head of Department, Finance

**Ir. JAMIL BIN MOHD NOOR**  
Head of Department, Operations

**Ir. MOHD JASNI BIN ABDULLAH**  
Head of Department,  
Facilities & Instrumentation  
(with effect from 1 January 2017)

**PUAN SITI SUBAYDA  
BINTI S.M. MYDIN**  
Head of Department,  
Information Technology

**ENCIK SHANMUGA A/L  
MURUGASON**  
Head of Department,  
Internal Audit

**ENCIK MAK KOK YUN**  
Head of Department,  
Quality, Safety & Health

**ENCIK MOHD. NIZAM  
BIN OMAR**  
Head of Department,  
Customer Service

**PUAN MARIAM BINTI  
ABDUL KADIR**  
Head of Department,  
Production

# FUTURE NEEDS



Our population and economy will continue to grow.

Moreover, the Penang State Government is proposing and implementing projects such as:

- Gurney Wharf,
- Penang Undersea Tunnel,
- Seberang Prai Selatan Development Corridor, and
- Penang Transport Master Plan.

We can envision a vibrant future for Penang. But, we will need sufficient raw water to realise that vision.

The Federal Government has yet to implement regional raw water projects, such as the Sungai Perak Raw Water Transfer Scheme (SPRWTS), for the benefit of Perak and Penang.

Meanwhile, per capita domestic consumption in Penang was the highest in Malaysia in 2016, at 286 litres/capita/day (l/c/d).

Bearing in mind Penang's limited raw water resources and its unlimited future potential, such a high level of domestic water consumption is not sustainable.

Please use less water at home and help us to avoid a water crisis that will compromise our future.



Please visit [pba.com.my](http://pba.com.my) for water saving tips today.

# PENANG STATE WATER SUPPLY STATISTICS 2016

Area of Penang State	1,048 sq. km
Population	1.72 million people
Number of Registered Consumers	Domestic : 504,400 Trade : 85,397 Total : 589,797
Water Catchment Area	62.9 sq. km
Total Manpower	1,345
Number of Dams	4
Total Raw Water Storage Capacity	45,758 million litres
Number of Treatment Plants	9
Designed Capacity of Treatment Plants	1,617.1 million litres /day
Number of Customer Care Centres	9
Number of Treated Water Reservoirs	58
Number of Treated Water Towers	41
Number of Booster Pump Stations	90
Total Length of Pipes (100 mm and above)	4,401 km
Daily Supply of Treated Water	1,053.7 million litres / day
Daily Water Consumption	826.8 million litres / day
Percentage of Non-Revenue Water	21.5%
Domestic Consumption Per Capita	286 litres / person / day



# WATER TREATMENT PROCESS



# MANAGEMENT DISCUSSION AND ANALYSIS (MDA) 2016

PBA Holdings Bhd (PBAHB) is a public company that is listed on the Main Board of the Malaysian Bourse (Bursa Malaysia). PBAHB's principal wholly owned subsidiary is Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP), the licensed water operator that serves the State of Penang in Malaysia.

PBAPP's primary responsibility is to provide continuous good supply of water, 24/7, 365 days a year.

In 2016, there were no incidences of water rationing in Penang. At the same time, PBAPP sustained 100% urban and 99.8% rural water supply coverage.

## KEY EFFICIENCY METRICS

Metric	PBAPP 2016	National Average 2015
1 % of Urban Population Served	100.0%	97.2%
2 % of Rural Population Served	99.8%	93.0%
3 Average Connections per Employee	438	402
4 NRW (water loss) %	21.5	35.5
	PBAHB 2016	National Average 2015
5 Operational Surplus / (Deficit) RM'000	61,764	(40,432)

## WATER QUALITY REPORT

The quality of treated water in Penang is sampled and tested by PBAPP and the Health Department on a regular basis (weekly at treatment plants and monthly at water pipelines). This on-going initiative ensures compliance with the Quality Assurance Programme (QAP) parameters set by the Ministry of Health, Malaysia (MOH).

In 2016, a total of 3157 samples of treated water were taken for testing. The following table summarises the results:

Parameters	PBAPP Performance	QAP standard By MOH
1 E-coli + residual chlorine	0.00	< 0.10
2 E-coli form bacteria	0.00	< 0.35
3 NTU (turbidity)	0.13	< 2.00
4 Residual chlorine	0.25	< 1.85
5 Aluminium	1.35	< 10.20

## 2% INCREASE IN WATER CONSUMPTION

During the year in review, PBAPP treated a total of 385,641,348 cubic metres (cu.m., with 1 cu.m. being equivalent to 1,000 litres) of water at its 9 water treatment plants. This represents an increase of 4.1% in water production year-on-year when compared to 370,286,403 cu.m. in 2015.

PBAPP's treated water was delivered to consumers throughout the State of Penang via 4,401km of pipelines measuring 100mm and above in diameter. The length of these pipelines increased by 55km as compared to 4,346km in 2015, reflecting PBAPP's commitment to continuously lay new pipelines to deliver water more efficiently to more consumers.

In 2016, the total metered consumption of water in the State of Penang amounted to 302,626,681 cu.m. This represents a growth in metered consumption of 2.0% over the 296,662,323 cu.m. recorded in 2015. In terms of daily average, the volume is approximately 826,849 cu.m. per day.

In terms of consumption by basic categories of consumers, domestic consumption (by households) accounted for 179,797,235 cu.m. (59.4%) while trade consumption (by businesses) was 122,829,446 cu.m. (40.6%).

## Management Discussion And Analysis (MDA) 2016 (Cont'd)

### 2.4% GROWTH IN CUSTOMER BASE

The number of registered water consumers in Penang increased from 575,747 consumers in 2015 to 589,797 consumers in 2016. This reflects an increase of 14,050 customers served, and a growth of 2.4% in customer base.

The 2016 customer base comprised 504,400 domestic consumers (85.5%) and 85,397 trade consumers (14.5%).

Year-on-year, the number of registered domestic consumers served increased by 9,663 (2.0%) while the number of registered trade consumers increased by 4,387 (5.4%).

### RM326.7M IN REVENUE

Revenue for PBAHB is primarily generated from the sales of water to registered water consumers in Penang.

During the year in review, PBAHB recorded RM326.7 million in revenue. When compared to the revenue for 2015 (RM300.3 million), this represents a RM26.4 million (8.8%) increase in revenue year-on-year.

The 3 key factors that increased in revenue are the:

- 2.0% increase in overall consumption in 2016;
- 2.2% increase in trade consumption which delivered higher returns; and
- 12-month impact of the 2015 water tariff review as compared to an 8-month impact in 2015 (the review came into effect on 1/4/2015).

It should be noted that as an essential service provider, PBAPP cannot arbitrarily review water tariffs in Penang to increase revenue. Water supply services are tightly regulated in Malaysia, and are subject to strict legislative rules and regulations at both state and national levels.

Since its incorporation in 1999, PBAPP has strived to provide good water supply to as many people as possible by pricing domestic water supply to be as affordable as possible. As at 31/12/2016, PBAPP continued to bill the lowest average tariffs for domestic consumption in Malaysia, at only RM0.32 per 1,000 litres for the first 35,000 litres per month.

### 286 L/C/D DOMESTIC CONSUMPTION

One of the consequences of billing the lowest domestic tariff in Malaysia is high per capita domestic consumption of water. Due to the low tariffs, Penang domestic consumers generally do not yet 'value' water supply in the same manner as they value electricity supply, fuel and cooking gas.

As such, Penang's average per capita domestic consumption was 286 litres/capita/day (l/c/d) in 2016 as compared to 291 l/c/d in 2015.

Although there was a drop of 5 l/c/d year-on-year, it should be noted that the national average was 209 l/c/d in 2015. As such, Penang's 2016 statistic is still significantly high, in fact the highest in Malaysia, at 77 l/c/d or 36.8% above the national average.

This level of per capita domestic consumption is not sustainable, and is dangerous during extended dry spells. The target is to reduce Penang's per capita consumption to 233 l/c/d as soon as possible, through the introduction of more compelling demand management initiatives.

### 1 : 438 EMPLOYEE TO CONSUMER RATIO

Year	Registered Consumers	PBAPP Employees	PBAPP Employee : Consumers Ratio
2016	589,797	1,345	1 : 438
2015	575,747	1,232	1 : 467
2014	561,811	1,263	1 : 445

In 2016, PBAPP recorded one of the highest employee to consumer ratios for a holistic water supply operator in Malaysia.

PBAPP is a holistic water operator that sources, treats, distributes and bills for water supply in the State of Penang. As at 2016, all key operations in the water supply value chain are internalised, to protect public/consumer interests in Penang.

It should be noted that while water operators in some other states may report higher ratios, these organisations have out-sourced certain aspects of their operations, such as pipeline and leakage repair works and/or treatment of water.

As at 31/12/2016, the PBA Group of Companies workforce comprised 1,354 personnel, of whom 1,345 were employed by PBAPP while 9 were employed by other related companies.

Categories	PBAPP	PBAHB / PBARSB*	PBA Group
1 Managers & Asst. Managers	26	2	28
2 Executives	63	3	66
3 Clerical & Technical Personnel	536	4	540
4 Industrial Manual Group	720	0	720
Total	1,345	9	1,354

61.7% of the workforce were aged below 40 years, representing the majority. In 2016, 36 employees resigned from service while 19 retired at the age of 60 years. Two employees passed away while in service during the year in review.

### 5.45 MAN DAYS OF TRAINING PER EMPLOYEE

In striving to continuously improve the performance of its workforce, PBAPP invested in human resource development programmes that resulted in the provision of an average of 5.45 days of training per employee, company-wide.

A summary of employee attendances the programmes in 2016 are as follows:

	In-House	Public
Programmes	67	61
Employees Trained	1,310	144

Types of Programmes (I : In-house   P: Public)										
Category	Management		Technical		I.T.		Safety & Health		TOTAL	
	I	P	I	P	I	P	I	P	I	P
Executives	150	58	27	19	24	1	155	3	356	81
Non-Executives	536	26	305	31	26	2	87	4	954	63
<b>TOTAL</b>	<b>686</b>	<b>84</b>	<b>332</b>	<b>50</b>	<b>50</b>	<b>3</b>	<b>242</b>	<b>7</b>	<b>1310</b>	<b>144</b>

\* PBA Resources Sdn. Bhd.

## Management Discussion And Analysis (MDA) 2016 (Cont'd)

### 99.09% RESPONSE TO QUERIES AND COMPLAINTS

PBAPP's Customer Service motto is 'Friendly, Caring, Responsive'. In 2016, PBAPP maintained open and friendly channels of communications with its 589,797 customers via:

- www.pba.com.my and www.pbahb.com.my websites;
- a 24-hour Call Centre (Tel No: 04 509 6 509);
- 9 Customer Care Centres; and
- a customer@pba.com.my email service; and
- the www.facebook.com/PBAPenang/FB page.

Meanwhile, the following are the key results of PBAPP's customer service programme in 2016:

Key Performance Indicators		Achievement
1	Billing queries - Responded within 3 working days	95.47%
2	Response to queries - Complaints meaningfully addressed within 5 working days	99.09%
3	Telephone queries - Responded within 30 seconds	83.22%
4	<b>Customer Care Centres</b>	
	Average Service Wait Time	4.18 minutes
	Average Service Time	3.84 minutes
	Average Payment Wait Time	2.29 minutes
	Average Payment Service Time	1.09 minutes
	Total Number of Customers Served	973,940
	Total Number of Stubs Collected	1,138,434
	Total Collections Handled	RM311 million
5	<b>24-Hour Call Centre</b>	
	Total number of calls received	132,730
	Total number of calls answered	110,453 (83.22%)

On 6/2/2017, the 'myPBA' mobile app was officially launched to offer smart phone and tablet users a new and convenient option to connect online with PBAPP.

The 'myPBA' mobile app is available for download from both the Apple App Store and the Google Play Store for Android devices.

### 7 KEY PROJECTS IN THE PIPELINE

PBAPP planned and/or implemented the following water supply projects to sustain Penang's 'no rationing' track record in 2016:

- Package 1, Butterworth-Penang Submarine Pipeline at Lintang Macallum and Gat Lebu Macallum, Penang Island (1800mm land pipeline with an approximate length of 1.0km);
- Tender preparations for Package 2 and 2A, Butterworth-Penang Submarine Pipeline at Butterworth (1800mm land pipeline with an approximate length of 0.8km);
- 4.0km of 900mm pipeline from Jalan Chain Ferry to Jalan Permatang Pauh in Seberang Prai Utara;
- 1.6km of 900mm pipeline from PBAPP's Bukit Dumbar Pumping Station Compound to Jalan Yeap Chor Ee and Jalan Masjid Negeri on Penang Island;
- 3.1km of 900mm pipeline from Kampung Genting to Bukit Penara in Balik Pulau, Penang Island;
- Setting up a Command Centre at Sungai Dua Water Treatment Plant; and
- PBAPP's GIS (geographical information system) upgrading project to enable more precise monitoring of water supply assets.

### 30.1KM OF PIPELINES REPLACED

In 2016, PBAPP replaced a total of 30.1km pipelines throughout the State of Penang. New sections of MS (mild steel) pipelines were laid in place of outdated pipelines, including AC (asbestos cement) lines that have outlived design specifications.

At the same time, PBAPP also replaced 33,900 water meters at various premises that have been in service for more than 10 years. The meter replacement programme is aimed at ensuring accurate measurements of water consumption.

### 5 CERTIFIED MANAGEMENT SYSTEMS

During the year in review, PBAPP continued to operate in accordance to 5 certified management systems:

	System	Field/Type	Scope/Coverage
1	ISO 9001:2008	Quality Management System (QMS)	Treatment and Supply of Potable Water with Provision of Customer Services <ul style="list-style-type: none"> <li>• Company-wide</li> </ul>
2	ISO 14001:2004	Environmental Management System (EMS)	Management and Treatment of Raw Water and Supply of Potable Water <ul style="list-style-type: none"> <li>• Komtar headquarters</li> <li>• Batu Ferringhi Water Treatment Plant (WTP)</li> <li>• Teluk Bahang Dam</li> <li>• Waterfall WTP</li> <li>• Air Itam WTP</li> </ul>
3	OHSAS 18001:2007	Occupational Health & Safety Management System	Treatment and Supply of Potable Water with Provision of Customer Services <ul style="list-style-type: none"> <li>• Company-wide</li> </ul>
4	Laboratory Accreditation Scheme of Malaysia (SAMM)	Chemical Testing	PBAPP Laboratory, Sungai Dua WTP
5	MS/ISO/IEC 27001:2013 (ISMS)	Information Security Management System	Management and Treatment of Water at the Sungai Dua WTP

From 1/7/2016, PBAPP migrated to the newer ISO9001:2015 Quality Management System (QMS) and the ISO14001:2015 Environmental Management System (EMS).

As at March 2017, PBAPP's QMS and EMS has been audited and recommended for certification to these upgraded standards. PBAPP expects to receive its new certifications later this year.

### 5 REGULATORY AUDITS

As a water operator licensed by Malaysia's National Water Services Commission (SPAN), PBAPP was subjected to 5 of SPAN's regulatory audits in 2016, covering the following parameters:

- Products and Materials for Water Supply
- Non-Revenue Water (NRW) Performance
- Quality of Water Supply Services
- Customer Service
- Certifying Agency

All the audits were conducted to ensure that PBAPP complied to the Water Services Industry Act 2006 (WSIA 2006) and the Key Performance Indicators (KPIs) set for Malaysian water operators. There were no major compliance issues. As for the KPIs, PBAPP was found to have achieved the required results.

Subsequently, SPAN informed PBAPP in December 2016 that its Individual Licence (Facilities and Services) had been renewed for another 3 years, covering the period 1/1/2017 to 31/12/2019.