



**VIEW WATER BILL
(USER GUIDE)**

1.0 HOW TO CREATE NEW USER ACCOUNT

- Login to MyPBAPortal.pba.com.my
- Click 'Here' for registration

View Water Bill



Click Here

- ➔ **First Time User**, click [here](#) for registration.
- ➔ Click [here](#) for the registration manual.
- ➔ If you have any questions concerning your PBA water account please contact customer service at Call Centre (04-255 8 255).
- ➔ For more information, click [here](#).

This website is best viewed using [Microsoft Edge](#), [Google Chrome](#), [Mozilla Firefox](#) or [Safari](#).

- Fill in Account No, Premise ID and Meter No

New User Registration

Account No ¹ Premise ID ² Meter No ³

Register

PBA
Perbadanan Bekalan Air
Pulau Pinang Sdn Bhd
Memesuki segala keperluan bekalan air anda
Meeting all your water supply needs
Tingkat 32, KOMTAR, Jalan Penang,
10000 Pulau Pinang.
www.pba.com.my

Alamat tapak:
PENGURUS BESAR PBA
BLK 36 JLN PADANG TENBAK -(OFFICE)
11400 P.PINANG

Alamat surat menyurat:
PERBADANAN BEKALAN AIR
PARAS 33, KOMTAR
10000 PP

Sebarang kemusykilan sila hubungi
Pusat Panggilan 24 jam
04 - 255 8 255
Email : customer@pba.com.my

JomPAY
Billar Code: 50385
Ref-1:Nombor akaun PBA anda
Ref-2:Silam masukkan alamat emel anda
JomPAY online di Perbankan Internet dan Telefon Mudah
Alih dengan akaun semasa, simpanan atau kad kredit

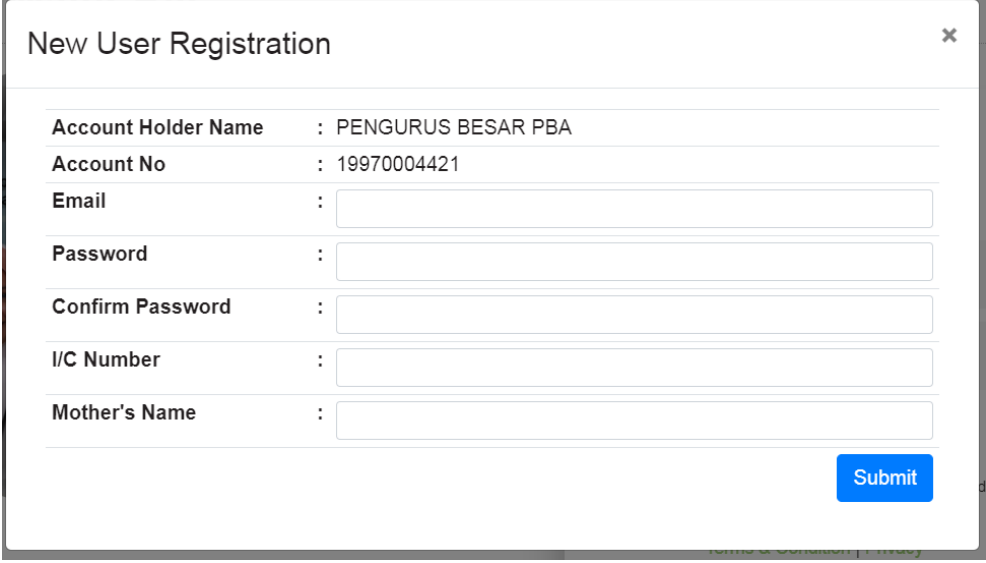
No. Akaun:
19970004421 ¹
Tarikh Akhir Bayaran:
06/07/2020

Jumlah Perlu Dibayar : RM 627.60 Tarikh Bil : 04/06/2020

No. Bil	: 1120060001176	No Meter	: 01813230 ³
ID Premis	: 17300032757 ²	Deposit	: RM 0.00
Bacaan akan datang	: 03/07/2020	Blok Bacaan	: 22/A139/0100
Tempoh bil	: 05/03/2020- 04/06/2020		
Tarif	: 2-TRADE ORDINARY		

- Click 'Register' button

- e) Fill in Email, Password, Confirm Password, I/C Number and Mother's Name.

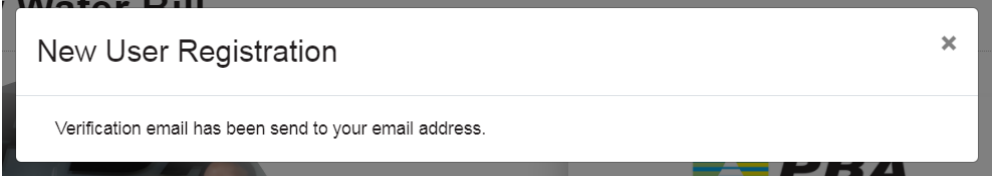


The image shows a 'New User Registration' form with a close button (X) in the top right corner. The form contains the following fields:

Account Holder Name	:	PENGURUS BESAR PBA
Account No	:	19970004421
Email	:	
Password	:	
Confirm Password	:	
I/C Number	:	
Mother's Name	:	

A blue 'Submit' button is located at the bottom right of the form.

- f) Verification email will be send to your email and please verify accordingly.



The image shows a 'New User Registration' confirmation message with a close button (X) in the top right corner. The message text is:

Verification email has been send to your email address.

2.0 HOW TO USE PBAPP ONLINE PAYMENT

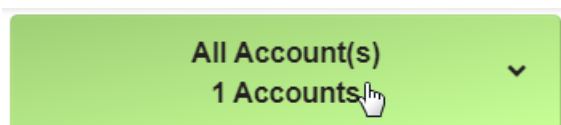
2.1 HOME

Home page will display customer Account Management, Bill Cycle, Account Statement and Bill History.

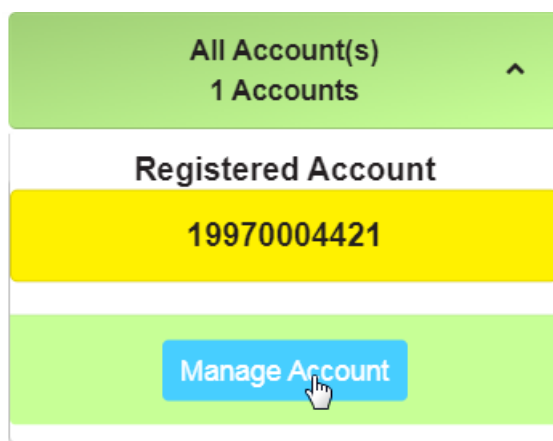


2.1.1 ACCOUNT MANAGEMENT

a) Click on 'All Account(s)' button



b) Click 'Manage Account' button



c) Manage Account dialog will be display

Manage Account

Account	Premise ID	Meter No	Action
No additional account.			

Add Account

d) Click 'Add Account' and fill required information (Account No, Premise ID and Meter No) then click 'Submit' button.

Add Account

Account No

Premise ID

Meter No

Submit

Back

e) New account will be added as Favourite Account

All Account(s)
2 Accounts

Registered Account
19970004421

Favourite Account
20050147534

Manage Account

2.1.2 View Account Statement

a) Click 'View A/C Statement' button

View A/C Statement



b) Account Statement dialog will be display

Account Statement							
Type	Date	Invoice Number	Reading (M3)	Consumption (M3)	Debit Amount (RM)	Credit Amount (RM)	Balance (RM)
Bill	01/02/2018	-	-	-	527.16	0.00	527.16
Bill	05/02/2018	1118020000311	-	-	0.00	1,153.76	-1,153.76
Bill	05/02/2018	1118020000311	13	1	1,250.59	0.00	1,250.59
Bill	05/02/2018	1118020000311	-	-	336.75	0.00	336.75
Bill	05/02/2018	1118020000311	-	-	289.87	0.00	289.87
Bill	05/03/2018	1118030000310	14	1	1,095.35	0.00	1,095.35
Bill	05/03/2018	1118030000310	-	-	0.00	1,250.59	-1,250.59
Bill	04/04/2018	1118040000308	15	1	1,216.77	0.00	1,216.77
Bill	04/04/2018	1118040000308	-	-	0.00	1,095.35	-1,095.35
Bill	05/05/2018	1118050000306	16	1	1,227.53	0.00	1,227.53
Bill	05/05/2018	1118050000306	-	-	0.00	1,216.77	-1,216.77
Bill	05/06/2018	1118060000305	17	1	966.61	0.00	966.61
Bill	05/06/2018	1118060000305	-	-	182.35	0.00	182.35
Bill	05/06/2018	1118060000305	-	-	0.00	1,227.53	-1,227.53

2.1.3 View Copy Bill

a) Click 'View' button on respective bill

History			
Date	Amount	Consumption	Copy Bill
04.06.2020	RM 1834.20	1356m ³	View
06.05.2020	RM 570.80	424m ³	View
03.04.2020	RM 570.80	424m ³	View
05.03.2020	RM 418.55	319m ³	View
06.02.2020	RM 434.50	330m ³	View
07.01.2020	RM 804.25	585m ³	View

b) Copy bill dialog will be display



Sebarang kemasyhuran sila hubungi
Pusat Pengiklanan 24 jam
04 - 255 8 255
Email : customer@pba.com.my

Alamat tapak:
PENGURUS BESAR PBA
BLK 36 JLN PADANG TENBAK -(OFFICE)
11400 P.PINANG

Alamat surat menyurat:
PERBADANAN BEKALAN AIR
PARAS 33, KOMTAR
10000 PP

Jumlah Perlu Dibayar : RM 627.60

Tarikh Bil : 04/06/2020

No. Bil : 1120060001175
ID Premis : 17300032757
Bacaan akan datang : 03/07/2020
Tempoh bil : 05/03/2020- 04/06/2020
Tarif : 2-TRADE ORDINARY

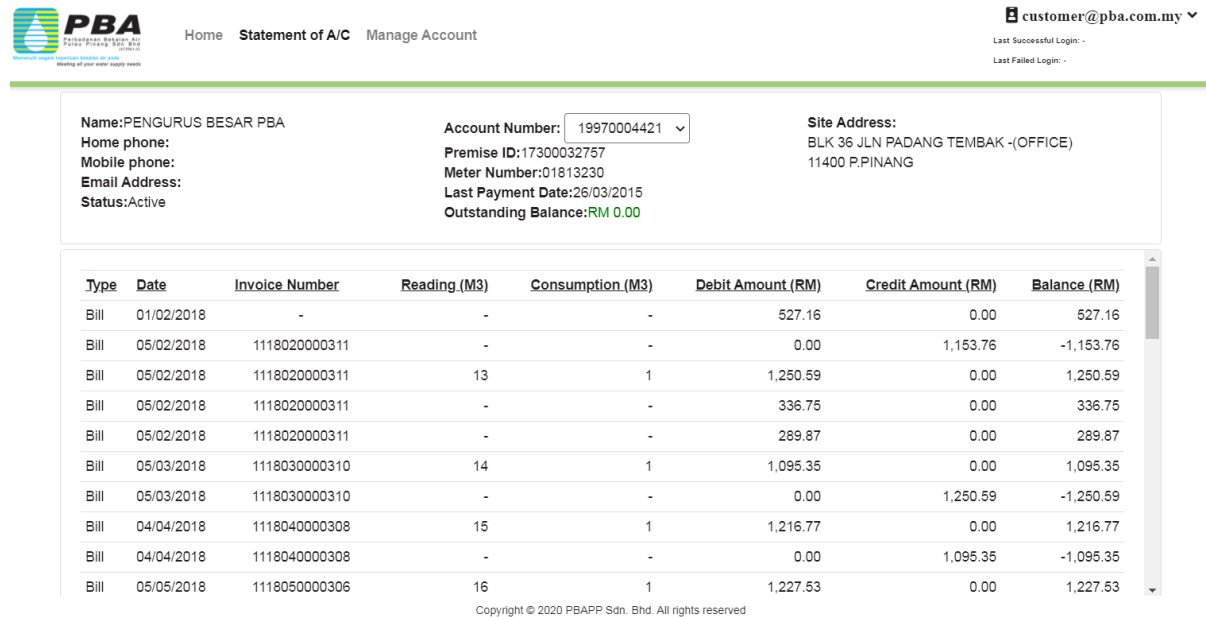
No Meter : 01813230
Deposit : RM 0.00
Blok Bacaan : 22/A139/0100

No. Akaun:
19970004421
Tarikh Akhir Bayaran:
06/07/2020

Bil Air **RM**

2.2 Statement of A/C

Statement of A/C will display selected Account Number statement.



PBA Home **Statement of A/C** Manage Account customer@pba.com.my

Name: PENGURUS BESAR PBA
Home phone:
Mobile phone:
Email Address:
Status: Active

Account Number: 19970004421
Premise ID: 17300032757
Meter Number: 01813230
Last Payment Date: 26/03/2015
Outstanding Balance: RM 0.00

Site Address:
 BLK 36 JLN PADANG TENBAK -(OFFICE)
 11400 P.PINANG

Type	Date	Invoice Number	Reading (M3)	Consumption (M3)	Debit Amount (RM)	Credit Amount (RM)	Balance (RM)
BIII	01/02/2018	-	-	-	527.16	0.00	527.16
BIII	05/02/2018	1118020000311	-	-	0.00	1,153.76	-1,153.76
BIII	05/02/2018	1118020000311	13	1	1,250.59	0.00	1,250.59
BIII	05/02/2018	1118020000311	-	-	336.75	0.00	336.75
BIII	05/02/2018	1118020000311	-	-	289.87	0.00	289.87
BIII	05/03/2018	1118030000310	14	1	1,095.35	0.00	1,095.35
BIII	05/03/2018	1118030000310	-	-	0.00	1,250.59	-1,250.59
BIII	04/04/2018	1118040000308	15	1	1,216.77	0.00	1,216.77
BIII	04/04/2018	1118040000308	-	-	0.00	1,095.35	-1,095.35
BIII	05/05/2018	1118050000306	16	1	1,227.53	0.00	1,227.53

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Selected account number can be change by selecting it from the Account Number dropdown.

Account Number: 19970004421

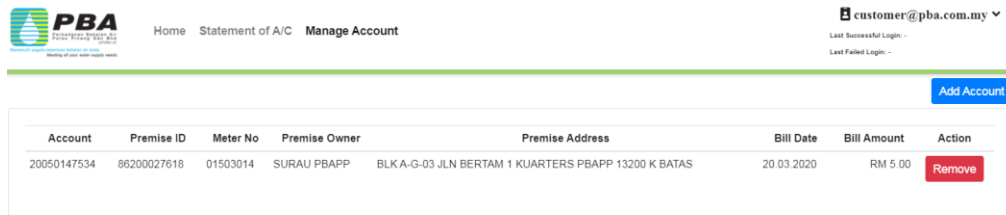
Premise ID: 17300032757

Meter Number: 01813230

Last Payment Date: 26/03/2015

2.3 MANAGE ACCOUNT

Manage Account will enable customer to manage Favourite Account.



The screenshot shows the PBAPP web interface. At the top, there is a navigation bar with the PBA logo, 'Home', 'Statement of A/C', and 'Manage Account'. The user is logged in as 'customer@pba.com.my'. Below the navigation bar, there is a table with the following columns: Account, Premise ID, Meter No, Premise Owner, Premise Address, Bill Date, Bill Amount, and Action. The table contains one row of data. Below the table, there is a blue 'Add Account' button.

Account	Premise ID	Meter No	Premise Owner	Premise Address	Bill Date	Bill Amount	Action
20050147534	86200027618	01503014	SURAU PBAPP	BLK A-G-03 JLN BERTAM 1 KUARTERS PBAPP 13200 K BATAS	20.03.2020	RM 5.00	Remove

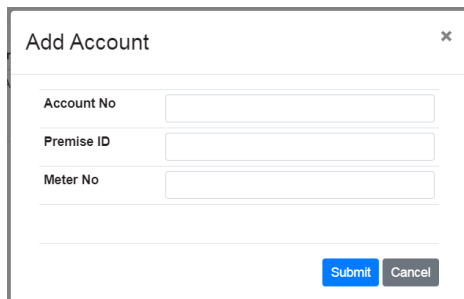
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2.3.1 Add Account

a) Click 'Add Account' button

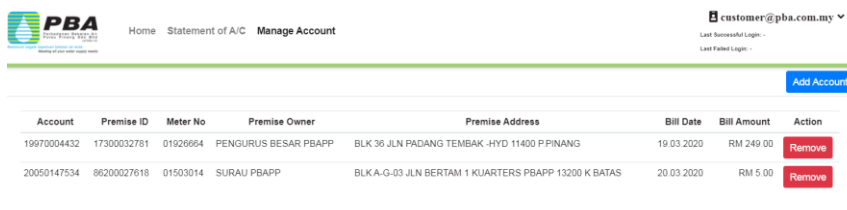
[Add Account](#)

b) Add Account dialog will be display and fill required information (Account No, Premise ID and Meter No) then click 'Submit' button.



The screenshot shows a dialog box titled 'Add Account'. It contains three input fields: 'Account No', 'Premise ID', and 'Meter No'. Below the input fields, there are two buttons: 'Submit' and 'Cancel'.

c) New account will be added



The screenshot shows the PBAPP web interface after adding a new account. The table now contains two rows of data. Below the table, there is a blue 'Add Account' button.

Account	Premise ID	Meter No	Premise Owner	Premise Address	Bill Date	Bill Amount	Action
19970004432	17300032781	01926654	PENGURUS BESAR PBAPP	BLK 36 JLN PADANG TEMBAK -HYD 11400 P.PINANG	19.03.2020	RM 249.00	Remove
20050147534	86200027618	01503014	SURAU PBAPP	BLK A-G-03 JLN BERTAM 1 KUARTERS PBAPP 13200 K BATAS	20.03.2020	RM 5.00	Remove

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2.3.2 Remove Account

a) Click 'Remove' button on respective account

Remove

b) Confirmation for removal dialog will be display

Remove Account ×

Confirm to remove this account?

Account No 20050147534

Premise ID 86200027618

Meter No 01503014

Yes **No**

c) Click 'Yes' button

d) Respective account will be removed



Home Statement of A/C Manage Account

customer@pba.com.my ▼
Last Successful Login: -
Last Failed Login: -

Add Account

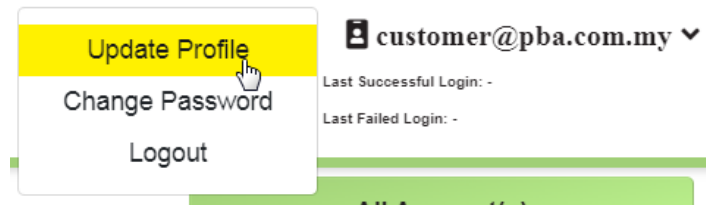
Account	Premise ID	Meter No	Premise Owner	Premise Address	Bill Date	Bill Amount	Action
19970004432	17300032781	01926664	PENGURUS BESAR PBAPP	BLK 36 JLN PADANG TEMBAK -HYD 11400 P.PINANG	19.03.2020	RM 249.00	Remove

2.4 UPDATE PROFILE

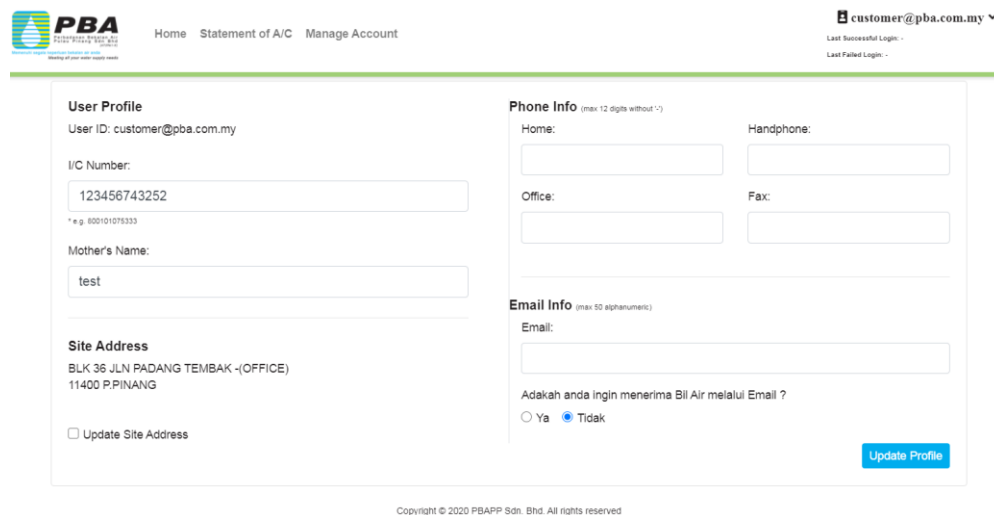
a) Click user account button



b) Click 'Update Profile' button



c) User Profile page will be display



PBA
PUBLIKASI BERSEKUTUHAN AIR
Membantu pengguna air dengan lebih mudah

Home Statement of A/C Manage Account

customer@pba.com.my ▼
Last Successful Login: -
Last Failed Login: -

User Profile

User ID: customer@pba.com.my

I/C Number:

123456743252

* e.g. 800101075333

Mother's Name:

test

Site Address

BLK 36 JLN PADANG TEMBAK -(OFFICE)
11400 P.PINANG

☐ Update Site Address

Phone Info (max 12 digits without '-')

Home: Handphone:

Office: Fax:

Email Info (max 50 alphanumeric)

Email:

Adakah anda ingin menerima Bil Air melalui Email ?

☐ Ya ☒ Tidak

Update Profile

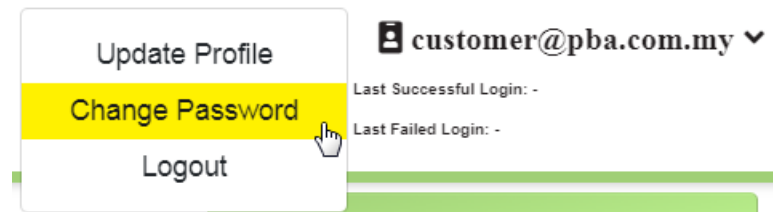
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2.5 CHANGE PASSWORD

a) Click user account button



b) Click 'Change Password' button



c) Change Password page will be display

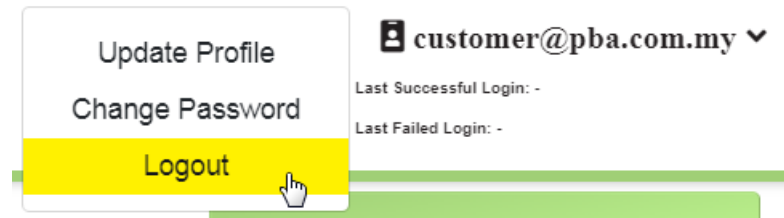
A screenshot of the Change Password page. The page has a header with the PBA logo and navigation links: Home, Statement of A/C, and Manage Account. The user account dropdown menu is open, showing the email address 'customer@pba.com.my' and login status. The main content area contains a form with three input fields: 'Current Password:', 'New Password:', and 'Confirm Password:'. Below the input fields is a blue 'Change Password' button. A note at the bottom of the form states: '*Minimum of 6 characters and maximum of 12 characters in password.'

2.6 LOGOUT

a) Click user account button



b) Click 'Logout' button



c) System will be logout