

**FREQUENTLY ASKED QUESTIONS FOR THE IMPLEMENTATION OF THE  
MINISTRY OF FINANCE AND ECONOMY'S INTERIM MEASURES TO ASSIST  
IDENTIFIED BUSINESS SECTORS AFFECTED DURING COVID-19**

**Provision of 15% discount for water and electricity bills for targeted sectors  
namely Tourism, Hospitality (Including registered hotel and lodging house),  
Restaurant and Cafe, Air and Water Passenger Transport**

**1. What does 15% discount on water and electricity bills mean?**

Discount of 15% on water and electricity bills will be given to companies that meets the requirement set, under the targeted sectors.

**2. What is the objective of this interim measure?**

This initiative is to lessen the burden on operating costs of the companies on the targeted sectors during the outbreak of COVID-19.

**3. Who is eligible to receive this discount?**

Eligible companies must meet all of the following criteria: -

- 3.1 Must be registered under the Registry of Companies and Business Names (ROCBN) through Business Name Act (Cap 92) or Companies Act (Cap 39);
- 3.2 Companies that are included in the targeted sectors:-
  - 3.2.1 Tourism;
  - 3.2.2 Hospitality;
  - 3.2.3 Restaurant and Cafe;
  - 3.2.4 Air Passenger; and
  - 3.2.5 Water Passenger.
- 3.3 Companies that are currently paying water and electricity bills at commercial rates; and
- 3.4 Water and electricity account must be registered under the name of the companies.

## **FREQUENTLY ASKED QUESTIONS FOR THE IMPLEMENTATION OF THE MINISTRY OF FINANCE AND ECONOMY'S INTERIM MEASURES TO ASSIST IDENTIFIED BUSINESS SECTORS AFFECTED DURING COVID-19**

### **4. What is the process and documents required to apply for discounts on water bills?**

The application forms can be downloaded from Public Works Department website at [www.pwd.gov.bn](http://www.pwd.gov.bn). Eligible companies can submit completed forms to the Department of Water Services, Public Works Department, Jalan Tasek Lama at any time starting from 1 April 2020 to 31 December 2020. Upon review and approval from the Public Works Department, adjustment to the water bills for the 6 month period will be conducted after 30 September 2020. This bill will be emailed to eligible businesses.

Documents needed are the completed application forms, signed copy of the identity cards of business owner/manager, and copies of business registration certificates 16, 17 and Form X.

### **5. What is the process and documents required to apply for discounts on electricity bills?**

For the discount on electricity bills, the Department of Electrical Services will identify and inform companies that are eligible to receive the discount.

For companies using post-paid meters, DES will continue to conduct meter readings, and the 15% discount will be given automatically to the electricity bills during the 6 month period.

For companies using pre-paid meters, the incentive (each purchase will get additional 15% credit) will be given automatically when customers purchase prepaid meter tokens online and through Cash Deposit Machines (CDM) **only**. Customers who **purchase prepaid meter tokens through counters** will not receive this incentive.

Purchase of prepaid meter tokens online refers to the following methods:

- 5.1 POWERkad
- 5.2 POWERinstant channels through:
  - 5.2.1 DST Easi Premium SMS;
  - 5.2.2 DSTIncomm uPOS Counters;
  - 5.2.3 DSTIncomm website;
  - 5.2.4 BIBD (mobile application and internet banking);
  - 5.2.5 Baiduri Bank (mobile application and internet banking);
  - 5.2.6 TAIB (mobile application);

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- 5.2.7 MyBillPayment (mobile application and internet); and
- 5.2.8 PayExpress POS (65 Merchants).

**6. How long will the discount be provided for?**

A 15% discount on water and electricity bills will be provided for a period of 6 months starting from 1 April 2020 to 30 September 2020.

**7. Will discount on water bills be given for eligible companies that currently have arrears?**

Yes. Discount on water bills will also be given to eligible companies with arrears.

**8. Will discount on electricity bills be given for eligible companies that currently have arrears?**

Yes. The discount will be given to all companies that are eligible and fulfil the criteria. However, companies are encouraged to pay their discounted electric bills in full to avoid from adding to their arrears.

Companies that currently have arrears that have not yet made agreements for payment of arrears in installments are advised to do so by going to Level 2, Department of Electrical services, Lapangan Terbang Lama, Berakas or any nearest Department of Electrical Services branches.

**9. Where can further enquiries on this be directed to?**

Further questions can be submitted to:

- 9.1 The Public Works Department through email [pro@pwd.gov.bn](mailto:pro@pwd.gov.bn) or [watcustomersvs@pwd.gov.bn](mailto:watcustomersvs@pwd.gov.bn) for water bill discount; and
- 9.2 The Department of Electricity Services at 2387000 ext 303 (for postpaid customers), 2387000 ext 305 (for prepaid customers) or email [des.hasil@des.gov.bn](mailto:des.hasil@des.gov.bn).