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Rebate-Reaction

STATE GOVERNMENT WELCOMES TENAGA'S REBATE OFFER

PULAU PINANG, Oct 30 (Bernama) -- The Pulau Pinang government today welcomed Tenaga Nasional Berhad's offer of a 10 percent rebate for consumers affected by the 10-day blackout on the island last year.

Deputy Chief Minister Datuk Mohd Shariff Omar said the rebate announcement was a piece of good news to those hit by the power failure, which was triggered by a fire under the Penang Bridge.

The state government and the people were thankful to Prime Minister Datuk Seri Dr Mahathir Mohamad and Tenaga Nasional for agreeing to their claims for ex gratia payment, he said.

The rebate would be particularly helpful to those badly affected by the blackout, like the manufacturing sector and the hotel industry, he said.

State Infrastructure, Transport and Communications Committee Chairman Datuk Dr Hilmi Yahaya said the rebate would give investors more confidence to continue operating in the state.

Northern Region Federation of Malaysian Manufacturers (FMM) chairman O.K. Lee said the rebate was a significant goodwill gesture although the people had actually suffered more.

He urged consumers to forget about filing excessive claims, saying they should instead encourage Tenaga Nasional to improve its services.

Lee said the rebate would definitely ease the burden of companies and industries which suffered losses amounting to millions of ringgit because of the power failure.

Consumer Association of Penang (CAP) Legal Adviser M. Thayalan said Tenaga Nasional's decision showed that it had discharged its corporate responsibility to help consumers.

He hoped other corporate bodies like Telekom Malaysia and Indah Water Konsortium (IWK) would emulate this move when tackling consumer problems.

-- BERNAMA

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