

Gas bill goes up due to extra charge

MY February 2020 and subsequent bills from Gas Malaysia Berhad carried this statement: "Effective 1 Feb 2020, Gas Malaysia is charging natural gas customers the monthly service charges as allowed by the Energy Commission (EC). For further information, please contact our customer care."

I am not a heavy user of gas and prior to February 2020, my monthly bill was the minimum charge of RM5.62 for usage of between two and five cubic metres of gas. With the new monthly service charge of RM7.50, my bill is now RM13.12, which works out to a price of between RM6.56 and RM2.62 per cubic metre of gas.

It is outrageous that a monopoly is allowed to charge such rates on residential users especially during these difficult times of the Covid-19 pandemic when other organisations including utility companies are offering reductions or deferral of charges.

Can the EC and Domestic Trade and Consumer Affairs Ministry help us poor consumers who had no choice in getting piped natural gas supply in our homes given that it was a mandatory requirement when the strata property was constructed?

GASSED
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