



# JOINT MEDIA RELEASE

FOR IMMEDIATE RELEASE

## **Launch of new myENV mobile app to provide integrated information and services for the environment, water and food**

**Singapore, 31 March 2021** – A new version of the myENV mobile app which provides a one-stop mobile platform for integrated information on our environment, water services and food safety has been launched today. It integrates information from the Ministry of Sustainability and the Environment (MSE) family statutory boards – the National Environment Agency (NEA), National Water Agency PUB, and Singapore Food Agency (SFA) - to provide users with real-time content through a unified interface.

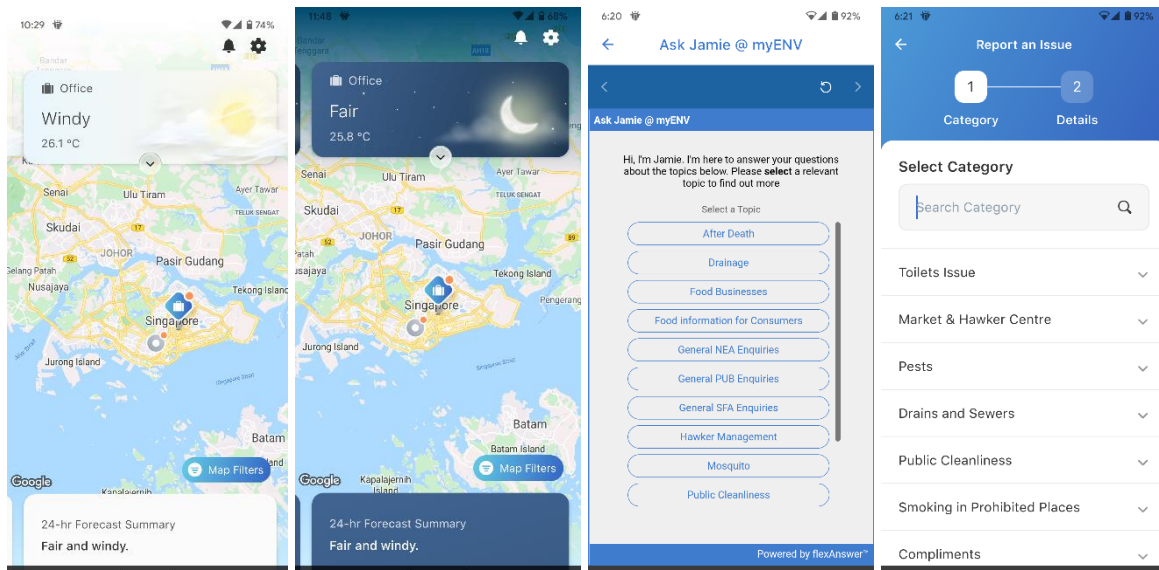
2 The new myENV app provides a comprehensive suite of information and services covering weather, air quality, dengue hot spots, water levels in PUB's network of drains and canals during rainfall events, alerts on flash floods, water service disruptions, hawker centres, food safety, and more. The new myENV app is available on Apple App Store and Google Play store from today. Existing myENV app users will be prompted to upgrade to the new myENV app.

### **New features to look out for**

3 The app has many new key features. Highlighted here are some of the useful features:

- a) A consolidated dashboard for key environmental information;
- b) Personalised locations such as home, office, childcare centre to know the environmental issues happening at these locations;
- c) Widgets can now be added to access the key environmental information without even opening the app;
- d) Users can choose to receive push notifications on food recalls, suspensions and downgrading of food establishments;
- e) Tutorial for new users to start the myENV experience quickly.

4 With the integrated app, users can now find answers to questions related to NEA, PUB and SFA seamlessly through our chatbot, 'Ask Jamie @myENV'. Feedback on environmental, water and food safety issues can also be filed through the app.



*Fig. 1: Users can look forward to dynamic visual cues on environmental conditions as well as an integrated ‘Ask Jamie @ myENV’ and ‘Report an Issue’ for NEA, PUB, SFA, on the new myENV app.*

5 This app is currently offered as a beta version. We would like to seek public feedback via comments on the Apple App Store or Google Play Store on how we can serve them better by improving the app further. We will be rolling out other new useful features progressively.

6 Mr Desmond Tan, Minister of State for Sustainability and the Environment said, “The new myENV app provides trusted, real-time and accurate information from NEA, PUB and SFA on a single platform. It enables individuals to take ownership of the environment by providing feedback in a convenient and efficient manner. With this integrated app, we hope to provide a more citizen-centric service experience and to better engage the community.”

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## **About National Environment Agency**

The National Environment Agency (NEA) is the leading public organisation responsible for ensuring a clean and sustainable environment for Singapore. Its key roles are to improve and sustain a clean environment, promote sustainability and resource efficiency, maintain high public health standards, provide timely and reliable meteorological information, and encourage a vibrant hawker culture. NEA works closely with its partners and the community to develop and spearhead environmental and public health initiatives and programmes. It is committed to motivating every individual to care for the environment as a way of life, in order to build a liveable and sustainable Singapore for present and future generations.

For more information, visit [www.nea.gov.sg](http://www.nea.gov.sg)

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## **About Singapore Food Agency**

The Singapore Food Agency (SFA) was formed as a new statutory board under the Ministry of Sustainability and the Environment on 1 April 2019. The SFA brings together food-related functions carried out by the former Agri-Food & Veterinary Authority of Singapore, the National Environment Agency and the Health Sciences Authority. As the lead agency for food-related matters, SFA's mission is to ensure and secure a supply of safe food for Singapore. SFA works hand-in-hand with the industry and consumers to grow our three "food baskets" – Diversify import sources, Grow local, and Grow overseas, as well as ensure food safety from farm-to-fork. SFA also partners food businesses to strengthen capabilities, tap on technologies to raise productivity, undertake research to develop new lines of business, and catalyse industry transformation to ensure food security. For more information on SFA, visit [www.sfa.gov.sg](http://www.sfa.gov.sg).

## **About PUB, Singapore's National Water Agency**

PUB is a statutory board under the Ministry of Sustainability and the Environment. It is the national water agency, and manages Singapore's water supply, water catchment and used water in an integrated way.

PUB has ensured a diversified and sustainable supply of water for Singapore with the Four National Taps (local catchment water, imported water, NEWater, desalinated water).

PUB calls on everyone to play a part in conserving water, in keeping our waterways clean, and in caring for Singapore's precious water resources. If we all do our little bit, there will be enough water for all our needs – for commerce and industry, for living, for life.