



NEWS RELEASE

9 November 2018

For Immediate Release

Indah Water Serves Customers Better Through Implementation of Joint-Billing Initiative

KUALA LUMPUR: Indah Water Konsortium (IWK) strengthens its commitment to serve customers better by embarking on another joint-billing effort for water supply and sewerage services in line with the Government's plan to improve the efficiency of both sectors nationwide.

The latest initiative was formalised when IWK and Ranhill SAJ Sdn Bhd (SAJ), a subsidiary of Ranhill Holdings Berhad, entered into an agreement to implement joint-billing for water supply and sewerage services for the State of Johor.

The joint-billing agreement signed by both parties yesterday, will only see the integration of water and sewerage billing, which is targeted to be implemented in the first quarter of 2019.

Chief Executive Officer, Faizal Othman said in a statement today, the joint-billing effort is an extension of our commitment to provide the highest level of service to our customers.

"Not only will this effort improve efficiencies, but it will also benefit our customers in facilitating ease of payment by providing a single point of contact. Moving forward, IWK aims to implement joint-billing with other state operators as well," Faizal said.

He added that IWK has started to engage with Negeri Sembilan and Melaka state operators for its next joint-billing efforts.

IWK successfully implemented its first joint-billing initiative with Jabatan Bekalan Air Labuan (JBAL) in April 2016, recording a collection rate of 94% across 5,368 customers. With this latest agreement, a total number of 325,520 customers in Johor will enjoy the convenience of having one bill for both water supply and sewerage services.

IWK has provided sewerage services in Johor since 1995, operating and maintaining 682 sewage treatment plants (STP) for 2.5 million population equivalent (PE).

Faizal also added, as the sole sewerage operator in the state, IWK hopes to extend its coverage to Johor Bahru and Pasir Gudang, to bring the quality of services of both areas to be at par with major cities such as Kuala Lumpur and Penang.

"Our plant's compliance level has consistently been better than 95 percent, contributing to better environment in our operational areas," he said.

Issued by:

Department of Corporate Communication, Indah Water Konsortium

For more enquiries, please contact **Wan Esuriyanti** at **012-271 8095** or **Shahrul Nizam Sulaiman** at **016-207 3727**

or email to esuriyanti@iwk.com.my or sharuls@iwk.com.my.

ABOUT US

Indah Water Konsortium Sdn Bhd (Indah Water), is a sewerage services company owned by Minister of Finance Incorporated, Malaysia. Indah Water is responsible for providing sewerage services, operating and maintaining more than 6,000 sewage treatment plants and 19,320km networks of sewerage pipelines serving 24.8 million Connected Population Equivalent (PE). Our expertise include Operations and Maintenance, Refurbishment, Planning & Policy Strategy, Engineering & Process Review, Project Planning, Project Management, EIA and HAZOP Studies, Training Services & Module Development, Research & Development, Capacity Building and Community Awareness & Education Program. IWK was awarded the Water Industry Achievement Award (Best Sewage Treatment Plant Award) by Malaysian Water Association in 2016, which further spurred our vision to become Asia's premier sewerage company. For more information on IWK, please visit our website at www.iwk.com.my