

For Immediate Release

INDIVIDUAL SEPTIC TANK OWNERS OUGHT TO DESLUDGE THEIR SEPTIC TANKS REGULARLY TO PREVENT ENVIRONMENTAL POLLUTION

KUALA LANGAT, SELANGOR: Minister of Land, Water and Natural Resources, Yang Berhormat Dr Xavier Jayakumar urges owners of individual septic tanks (IST) within their premise to desludge their ISTs regularly to prevent environmental pollution.

The individual septic tank is a septic tank located below ground, either in front, at the back or at the side of the house. The individual septic tank is required to be emptied at least once every two years to prevent sludge from percolating and hardening.

“Should the sludge harden, the wastewater that enters the septic tank will only seep out of it without undergoing any treatment before flowing into the drainage,” explained Dr. Xavier after launching the ‘Sedut dan Menang’ and IWK customer application, here today.

According to Section 61 (1)(c) of the Water Services Industry Act 2006 (Act 655), owners of individual septic tanks are responsible for emptying and maintaining the septic tank. Any owners found guilty of breaching subsection (1) can be fined an amount of not more than fifty thousand ringgit. There are approximately 1.3 million individual septic tanks and more than 3,000 communal septic tanks in the country.

Chief Executive Officer of IWK, Faizal Othman, said that IWK offers desludging service based on the size and meets the high standards stipulated by the authorities. Currently, less than ten per cent of the 1.3 million individual septic tanks are desludged by IWK.

“It is imperative for individual septic tank or primitive system owners to obtain IWK’s desludging service as the it is carried out in compliance with high standards to ensure that all the sewage emptied from the tanks are treated effeciently in IWK’s sewage treatment plant,” said Faizal.

In line with that, Faizal said, the ‘Sedut dan Menang’ contest officiated by the Minister of Land, Water and Natural Resources, YB Dr Xavier is organised to encourage the public to obtain the desludging service offered by IWK. The campaign begins today until September 2019.

At the same time, Faizal said, the introduction of the customer application is another effort by IWK to provide customer service satisfaction.

“The Indah Water application is developed to provide ease of requesting desludging service. Through this application, customers can access their sewerage bill, make payment online, file complaints and more,” added Faizal.



According to Faizal, "IWK has evolved to become a more customer centric organisation and the customer application is a testament to the increasing expectations from customers."

In addition to the operational efficiency increment and customer service excellence, IWK continues its corporate social responsibility in river preservation through the Friends of Rivers programme (FoR). A total of 21 rivers across IWK's 21 unit offices nationwide are adopted for this programme. This is the second year that the FoR programme is carried out to inculcate collaborative responsibility in caring for the rivers within the community.

###Tamat###

<p>Issued by: Corporate Communications Department, Indah Water Konsortium</p>

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