



MEDIA RELEASE

For Immediate Release

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IWK RESORTS TO STERN ACTION OF DISCONNECTING SEWERAGE SERVICE FOR ITS DEBTOR

KUALA LUMPUR: For the first time, Indah Water Konsortium (IWK) Sdn Bhd obtained a Court Order to disconnect the sewerage services of one of the connected premises located in a retail lot in Kuala Lumpur.

IWK resorted to the stern action of obtaining Court Order when all its efforts failed to collect 14 years of arrears from the premises.

Not only were reminders issued to the premise several times, but IWK had also visited the premise with a letter of demand and to issue summons. A judgment had also been issued for IWK to demand and recover the outstanding payment for sewerage service charges to the premises, yet no payment was made.

In a statement today, IWK explained that although no payment was made during that period, IWK continued to provide sewerage service for the related premise.

As of 31 December 2018, the outstanding debt accumulated since IWK was established 25 years ago was approximately RM688 million and this has adverse impact to the company's financial position over the years.

As the national sewerage company, IWK has invested much effort to encourage and explain to customers on the importance of paying their sewerage service bill. However, there are still customers who refuse to pay for the service that has been provided.

IWK has also sought to provide notices, discuss with the debtor, issue summons and conduct various promotions to persuade the debtor to pay their bills. However, these debtors remained stubborn and refused to pay the debt, and this forced the company to seek a court order to disconnect the service.

The disconnection of sewerage services on the premise will not affect sewerage services to other premises or to the environment.

Compared to 2000, total collection of sewerage bill payments was culmulatively at 64 percent but as of December 2018, IWK managed to record approximately 89 percent cumulative sewerage bill payment.

The increase is a result of IWK's various initiatives, particularly in emphasising efficient operations and customer service excellence including the introduction of several simple payment methods such as online payments, mobile applications and e-bills.

It is IWK's hope that customers will be aware of the importance of sewage treatment to the environment and request all connected system customers to be more responsible in settling any outstanding sewerage service bills immediately, as they do for other utility bills.

In this regard, IWK also acknowledges its customers who have settled their sewerage bills and understand the importance of a modern and efficient sewerage system for environmental and water conservation.

Issued by:

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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 19,436km networks of sewerage pipelines serving 25 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.

For more information on IWK, please visit our website at www.iwk.com.my.