

For Immediate Release

INDAH WATER KONSORTIUM IMPLEMENTS SIX-MONTH BILL CYCLE AND E-BILL SERVICE

Kuala Lumpur: Indah Water Konsortium (IWK) Sdn Bhd will be revising its bill cycle from a four-monthly bill cycle to a six-monthly bill cycle effective January 2020. In one of its initiatives towards green economy, the national sewerage company join the efforts of going paperless and encourages customers to register with its e-Bill service.

The implementation of the new bill cycle involves only domestic customers, including government quarters.

In that regard, IWK also urges its customers to switch to e-Bill service as a convenient platform for customers to obtain and check their sewerage account information besides being easily accessible.

As general public gradually favours paperless service, IWK customers too stand to benefit from e-bill. Not only will customers immediately receive notification of their new bill, but also easily gain access anytime and anywhere.

For that reason, IWK requests its customers to join the effort for a better environment by converting to e-bill by June 2020.

In lieu of the rising cost of postage, IWK will be charging RM2 per hardcopy bill starting from July 2020.

IWK's e-Bill service was launched in June 2018, whereby customers can obtain their sewerage service bills through emails. There have been more than 200,000 registrations since it was launched.

At the same time, IWK provided more accessibility to customers when it introduced the IWK mobile application in December 2018, whereby customers can make payment or check their balance conveniently.

Currently, IWK customers can pay their bill via various platforms particularly online payment, over the counter such as Pos Malaysia, at IWK headquarters or all its 21 branches, JomPay or credit/debit card and electronic fund transfer.

For more information on e-Bill or to register, visit <https://www.iwk.com.my/customer/ebill>, and download IWK's mobile application that is available in 'Play Store' or 'Apple Store'.

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<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 6,918 sewage treatment plants and 19,663km networks of sewerage pipelines serving 26 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. You can also download the Indah Water application at 'Play Store' or 'Apple Store'.