



KERATAN AKHBAR

SURAT KHABAR	:	NEW SUNDAY TIMES
TARIKH	:	10/11/2019
JABATAN	:	IWK
KLASIFIKASI	:	PERHATIAN

IWK takes action against errant customer



Indah Water Consortium workers descending into a sewerage shaft to disconnect sewerage services.

KUALA LUMPUR: Indah Water Consortium Sdn Bhd (IWK) recently 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 action as it failed to collect 14 years of arrears from the premises.

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

In a statement, IWK said although no payment was made during that period, IWK had continued to provide sewerage services to the premises.

"As of Dec 31 last year, the outstanding debt accumulated since IWK was established 25 years ago was approximately RM688 million. This has had an adverse impact on 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 (on time). However, there are customers who refuse to pay for the service," it said.

The statement added that IWK had sought to provide notices, discuss with debtors, issue summons and conduct promotional campaigns to persuade debtors to pay their bills. However, they



A worker sealing sewerage pipes that are connected to the errant customer's premises. This is done by using cemented bricks and it does not disrupt the sewerage services of nearby premises.

remained stubborn and refused to pay their debts, forcing the company to seek a court order to disconnect the service.

The disconnection of sewerage services on the premises will not affect other premises or the environment. Compared with 2000, the total collection of sewerage bill payments was at 64 per cent.

But as of December last year, IWK managed to record approximately 89 per cent of cumulative sewerage bill payment.

The increase is a result of IWK's initiatives, particularly in emphasising efficient operations and customer service excellence, including the

introduction of new payment methods such as online payments, mobile applications and e-bills.

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

"IWK 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."