



KERATAN AKHBAR

SURAT KHBAR	:	NEW STRAITS TIMES			
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JABATAN	:	IWK / SAJ			
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HOLISTIC APPROACH

Ranhill, IWK seal pact for joint water, sewerage billing in Johor

KUALA LUMPUR: Ranhill Holdings Bhd's subsidiary, SAJ Sdn Bhd, and Indah Water Konsortium Sdn Bhd (IWK) have entered into an agreement to implement a joint billing for water supply and sewerage services in Johor.

This follows a memorandum of understanding previously signed by the two parties.

With integrated billing, consumers will receive one joint bill, issued by SAJ, combining charges for both water supply and sewerage services.

Ranhill will be a one-stop centre for all billing-related matters, while respective operational matters will be routed to the former and IWK.

"As the sole licensed water operator for Johor, SAJ is committed to adopting a holistic approach in water management, and we are pleased to expand this service to joint billing with IWK," said Ranhill group president and chief executive officer Tan Sri Hamdan Mohamad in a statement yesterday.

"Already practised in many developed countries, this is a breakthrough step towards achieving integrated water services and incorporating a green billing element for the state."

Hamdan said the move was in line with the aspirations of the government and the Water Ser-

vices Industry Act 2006 to achieve a sustainable and integrated water and sewerage industry.

"Our 'source-to-tap' concept entails the complete cycle of water services, from the sourcing and treatment of raw water to supplying potable water to consumers, as well as billing services," he said.



Tan Sri Hamdan Mohamad

IWK chief executive officer Faizal Othman said it had provided sewerage services in Johor since 1995 and saw the initiative as an extension of its commitment to provide the highest level of service.

"It is a natural progression to take this streamlined

approach and provide one single bill. Not only is this expected to improve efficiencies, it would be beneficial to customers, facilitating ease of payment by providing a single point of contact," he added.

IWK aims to implement joint billing with other state operators as well as part of the water supply and sewerage services restructuring nationwide.

"Customers can rest assured that SAJ and IWK will work together, providing the necessary expertise to handle all operational matters and ensuring continued quality of service," said Faizal.