

Frequently Asked Question

A) Questions Related to Water Bills

WB.1 Why did I not receive my monthly water bill(s)?

Sibu Water Board follows a schedule on delivering water bills. Water bills in your area are yet to be sent. If you have requested your water bills to be sent by post, it will take at least one week to reach your area/house. Please make sure that a letter box is available and your address is valid. If your house is at 305m or more from the main road, we will only put your water bill(s) at meter point. Do go and check to see if your water bill(s) are at the meter point. If not, please call Sibu Water Board immediately at 084-211001 and we will look into this problem promptly.

WB.2 Why do I need to pay so much for my water bill this month? Is there something wrong with my water meter? Can you please help me to check my water meter?

First of all, you have to counter-check the “present reading” in your water bill to see if the number/figure matches with the reading at the water meter. Then, check on your internal pipe system to see if there is a leakage problem. If you still have the problem with it, we would send an officer to your premise to check on your water meter. For this, you will have to pay RM20.00 for the meter testing. If your meter is found to be faulty, we shall return your money and your water bill will be corrected based on your bill charge in the previous month . In contrast, we will keep that money if the meter is found to be accurate.

(SEE ALSO QUESTION WM.5)

WB.3 I wish to have my name in my water bill changed. What should I do?

Firstly, you must be the legal owner of the premise. You need to bring a copy of Land Title/ sales and purchase agreement and your identity card to the office at **JALAN SALIM**, pay the collateral deposit and sign an agreement with Sibu Water Board.

If you are requesting to change your name in your water bill under your company's name, you will need to have a copy of Form 24 and Form 49.

WB.4 My bill is overdue. Where should I go and settle it?

You can only settle your overdue bill(s) at Sibu Water Board at Jalan Salim.

WB.5 Can water bill(s) from Sibu Water Board be sent together with other bills(from SESKO and Telecom)?

It's not being practiced for the time being as we are different entities.

WB.6 How many SBBS counters are there for customers to settle their water bills?

There are 5 SBBS counters. They are:

- SESCO
- TELEKOM
- SRDC
- SMC
- POST OFFICE

WB.7 Is there any counter apart from SBBS Counter where customer can settle their bills?

Yes, you can settle over-the-counter at the following banks in Sibu. They are:

- BSN
- EON Bank
- RHB Bank

The customer can also pay their water bills via ATM at the following banks in Sibu. They are:

- Public Bank
- HSBC Bank
- BSN

WB.8 Why is outstanding bill still shown in my water bill this month, even though I have settled it few days ago?

At the moment, all bills settled at counters other than SWB counters will take a few days for the receipt information to be updated in our billing system. Try to make it a point to settle the bills immediately upon receiving them, or at least one week before the due date.

WB.9 Does meter reader deliver water bills every month?

Yes.

WB.10 Can I pay Advance Bill? It's because most of the time I am not here.

Yes, you can do so for your convenience.

WB.11 Can meter reader send my water bill(s) to my house which is located far from the meter point?

We're sorry. We will only put your water bill at the meter point. Meters are installed outside private properties and meter readers cannot enter private properties. If possible, try to install a letter box near the water meter.

WB.12 I do not stay at the premises where water is supplied, could you please send the water bill(s) of that premise to where I am staying now?

We can arrange to send the water bill(s) to where you request by post. However, you will need to pay RM1.00 for delivery charge. You may wish to give us the instruction by post/fax, or feel free to drop in at our customer service counter at Jalan Salim to sign a standard form. The form

'Delivery of Water Bill to C/O Address' can be viewed/downloaded at our website.

WB.13 : Can customers use credit card for the payment of water bills?

Yes, you can pay your water bills via credit card ONLY at Sibu Water Board at JALAN SALIM with the minimum amount of RM50.00 and maximum amount of RM1500.00. You can also enter into a standing instruction to pay your monthly water bills using your credit cards. The form can be viewed/downloaded at our website. Alternatively, you can come straight to our customer service counter to sign the instruction, with a copy of your Mykad and credit card.

WB.14 : can you please give us a list of website payment?

1. www.hlb.com.my
2. www.hsbc.com.my
3. www.rhb.com.my
4. www.pbebank.com.my
5. www.cimbclicks.com.my
6. www.standardchartered.com.my
7. www.paybillsmalaysia.com.my

NOTE: CUSTOMERS NEED TO REGISTER FOR INTERNET BANKING WITH THEIR BANKS IN ORDER TO PAY THE BILLS VIA INTERNET. PLEASE REFER TO THE BANKS' WEBSITE FOR INSTRUCTION ON HOW TO REGISTER FOR INTERNET BANKING.

As for 'paybillsmalaysia.com.my', where you can also view your current month's bill, including the arrears, please visit the website and follow the instructions to register.

Problems Related to the Quality of Water

WQ1: Is my water safe to drink? What is the definition of safe water?

Water from Sibu Water Board is safe to drink because it conforms to the National Standard for Drinking Water Quality, which is more stringent than the World Health Organisation(WHO) Drinking Water Guideline. Water that conforms to WHO Drinking Water Guideline is deemed 'safe to drink'.

wQ2: Why is the water supply to my house dirty?

It could be due to one of the following reasons:

1. Bib tap or faucet is corroded due to low quality material used
2. Stagnant water at the dead end of water main
3. Galvanized iron pipe that have corroded over the years.
4. Storage tank(G.I. or stainless steel tank) is not regularly cleaned and maintained
5. Our raw water source is Batang Rajang. It is rich in soluble minerals like iron and manganese. Iron and manganese are colorless in their soluble form. Our treatment process is able to remove the bulk of these minerals, leaving traces which are within the allowable limits in the Drinking Water Quality Standards (WQ1). Our final stage of treatment is disinfection by chlorination after the filter. When the traces of iron and manganese come in contact with chlorine and the dissolved oxygen in the water, they form insoluble compounds which precipitate out and normally adhere to the inner wall of the pipes. The deposits may be dislodged and give the nuisance appearance under the following circumstances.
 - (i) Change of pressure in the system due to sudden high demand.
 - (ii) Surge of water flow when valves which were closed to repair leaking or bust pipes are reopened.
6. Water at 'dead end' of pipelines. Refer WQ4.

WQ3: Yellowish water has been supplied to my house recently. Is it safe for drinking?

Yellowish water may appear sometimes in the early morning or after a certain hours for not using the water. This is a corrosion symptom of the water connected materials. It may happen at the bib tap, faucet or communication pipe. However, it is safe for drinking although it is not pleasing aesthetically and is a nuisance for laundry purpose. It can be easily be removed with a few layers of jeans cloth fitted to the tap, or running the tap for several minutes.

WQ4: My drinking water is reddish/blackish in color. What causes this?

As explained in item 5 of WQ2, the precipitate may collect at the end of the pipe line, where water is not circulated or being used for certain periods. This water have to be 'flushed away' regularly, and we have a flushing programme for such 'dead ends.' (from WQ4). If your house is situated near such dead ends, we shall immediately arrange to do additional flushing, and our flushing interval to the area will be shortened accordingly.

WQ5: Should I buy drinking water from a vending machine?

Buying water from vending machine is a matter of personal choice. The treatment of vending machine water is based on sound scientific principles. Treatment such as reverse osmosis, activated carbon absorption, and ultraviolet light disinfection are often used in vending machine. As with any mechanical equipment, vending machine treatment devices must be regularly maintained and water quality tested to provide satisfactory operation.

WQ6: My drinking water is not acceptable. To whom should I complain?

You can call hotline no.084-216311. The CSLO will explain to you as much as they can.

WQ7: Can wastewater be treated to make it into drinking water?

Yes, it can be done but at an exorbitant cost. It is already done in 'water scarce' countries like Singapore. In Singapore they call it NEWater.

WQ8: Why does my water sometimes have sand in it?

Routine cleaning of galvanized or cement lined pipes that carry drinking water can stir up material that has settled to the bottom of pipes. This can give your water a temporary sandy appearance.

WQ9: How long can I store drinking water?

Drinking water that is completely disinfected can be stored for 48 hours under room temperature away from direct sunlight in a capped plastic or glass container. Should the water be stored in a refrigerator it may prolong the storage period up to one week.

WQ10: Are the recommended six to eight glasses of water needed each day required to be tap water?

Juice, milk, and soft drinks are almost all water, so they do count towards the required total daily fluid intake. Nutritionists often recommend tap water, however, because some beverages may contain chemicals like caffeine and alcohol that cause one to lose water. On the other hand, tap water does not have these chemicals, so it is safe recommendation, though other non-alcoholic drinks, including caffeine-free soft drinks, are fine. Older people sometimes do not drink enough liquid because their thirst mechanism is not strong enough. In propotion to body weight, babies need more fluids than adults. Normally, adults need daily intake of around 3000ml. of water.

WQ11: When I am working in the yard, I am tempted to take a drink from my garden hose. Is this safe?

No. A standard garden hose has substances in it to keep it flexible. These chemicals which will get into the water as it goes through the hose, are not good for you.

WQ12: Is it true that tap water quality is getting worse?

It might seem that way from what you read and hear, as chemists are able to identify more contaminants than ever before, but actually the opposite is true. Water suppliers must meet many more rules today than they did a few years ago. Actually, tap water quality is improving, although it is being talked about more because the general public is more aware of drinking quality.

WQ13: Can I tell if my water is okay by just looking at it, tasting it or smelling it?

No. none of the chemicals that make you sick can be seen, tasted or smelled.

WQ14 : Is my drinking water completely free from microbes?

No. However, most microbes are harmless. Drinking water contains harmless microbes.

QUESTIONS related to Water Meters

WM1: How to prevent water meter from being stolen?

You should protect the meter with a box/container with an opening for meter reading.

WM2: I wish to adjust my water meter so that it works with a slower rate. Is it possible?

No, it's illegal. You may be compounded or prosecuted.

WM3: Does meter reader come and take the reading every month?

Yes. We carry out "spot billing" every month. There may be delay occasionally due to heavy rain, flood or other technical problems.

WM4: Does meter reader deliver water bills every month?

Yes. We send water bills every month. Please ensure that a letter box is available and your address is valid.

WM5: I think that my meter is not registering accurate figure, causing me to pay more than I expected. Could you please help me to check on it?

Yes. You can request for a check on your meter with payment RM20.00. If your meter is found to be accurate, there is no refund of your RM 20.00 and you have to pay according to the amount recorded in your water bills. If your water meter is found to be faulty, we will replace it with a new one and your money(RM20.00) will be refunded.

(READ ALSO WB2)

WM6: How to apply for a separate meter In one premise?

You have to apply for a new meter at Sibu Water Board.

QUESTIONS related to Water Supply

WS1: How to apply for water supply in a premise?

1. Engage a licensed pipe fitter to carry out internal plumbing works.
2. Fill up the application form (done by the pipe fitter)
3. Submit your form together with a photocopy of your identity card.
4. Fix your pipes from the meter to your premise (done by the pipe fitter)
5. Arrange with SWB for inspection of the internal plumbing
6. Sign an agreement for supply of water with SWB with payment of the bills at SWB office.
7. Installation of communication pipe and water meter (by SWB)

WS2: How do we request for temporary disconnection of water supply?

1. Write a letter to SWB / fill the form 3064(V2.1) at SWB
2. Settle all your outstanding bills
3. Pay for the collateral deposit/ topping up collateral deposit to current rates
4. The supply will be registered in the name of legal owner
5. You will be charged “ turning on” fee- RM 5.50 which will be included in the first monthly bill after reconnection.

WS3: Why is there no water supply to my house?

1. You should check “stop cocks” at meter point to ensure it’s fully on
2. Check with your neighbors to see if they have the same problem
3. Your outstanding bills have not been settled
4. Take note of the “ARREARS COLUMN” in your water bills to see if there is any outstanding amount.
5. There is an emergency pipe repair works in your housing area
6. There is an leakage in your pipes system

WS4: Why is there no notice of interruption of water supply?

Normally, public will only be informed about scheduled interruption. Unscheduled interruption of water will not be notified as it is unpredictable. To overcome this problem, we are in progress of implementing a solution in which we will inform customers on any unscheduled interruptions of water supply by using Short Message Service(SMS).To enjoy the service please ensure that your mobile phone number is registered under the Board.

WS5: There is a leakage in my house’s pipes system. Can you please help me?

Yes. You can contact SWB’s licensed pipe fitters to help you to repair the pipes. The list of the licensed pipe fitters is available at SWB’s office and SWB’s website as well.

Ws6: How do we check whether there is pipe leakage in our house?

Turn off all the taps in your house including the inlet to the roof tank if any. Record the meter reading and leave it for a few hours, preferably overnight. If there is no change in the meter reading, your plumbing system is intact. The severity of any leakage will be indicated by the reading registered. You may wish to check the point of leakage by looking out for wet patches on the ground or on the wall, or you probably need to call a plumber immediately to locate and repair the leak.

Other useful information to customers:

1. To notify SWB if your monthly water bills are not received by the end of each month.
2. To pay your water bills promptly as water supply may be disconnected if bills remain unpaid after the grace period.
3. To install a letter box for safe delivery of water bills. Alternatively, request can be made for bills to be mailed to your preferred address and that will cost RM 1.00 extra per month.
4. To inform SWB if your bill amount differs greatly from previous month's amount.

Service applications:

A) Water supply application

- All new applications should be submitted together with a copy of the applicants' identity card and land title OR sale and purchase agreement OR temporary occupation lease
- The owner must engage a licensed pipe fitter to carry out the internal plumbing works
- The owner must sign an Agreement for a Supply of Water.
- Collateral deposit to be collected
- Installation fees collected.

B) Change of consumer's name

- Documents required (sale and purchase Agreement, land title, offer letter, temporary occupational license) should be provided.
- Agreement of supply of water completed and signed by legal owner
- A collateral deposit collected

C) Reconnection/ disconnection on request

- A letter requesting for reconnection/disconnection of water supply submitted
- Fill the form 'reconnection meter on request' OR 'disconnection meter on request'
- Collateral deposit collected together with all outstanding bills.

D) Testing of water meter

- Complete the form 'testing of meters form'
- Testing fee will be charged in the event that the meter is found to be not faulty
- If the water meter is not registering accurately, the water meter shall be changed without any charge and the bill(s) will be amended accordingly.

DID YOU KNOW???

(Interesting common knowledge)

- Approximately 14-25% of a household's water usage occurs in the bathroom, 20% in the toilet, 15-35% in the laundry,
- The basin tap can use up to 15 litres of water a minute
- Washing your hands can use up to 5 litres of water
- An average shower uses 20 litres of water a minute. A 15-minute shower uses a massive 300 litres
- The amount of water that is used in one flush of a normal western toilet is equivalent to the total amount a person in the developing world uses in a whole day
- Washing only full loads of clothes can save up to 10 litres of water
- Washing clothes in the laundry trough uses 40 litres of water
- A half-full sink hold around 12 litres of water
- Washing dishes by hands uses about 18 litres of water
- A kitchen tap uses around 15-20 litres a minute
- A dripping tap can waste up to anywhere from 30-200 litres a day. That is over 70,000 litres a year!
- Your hot water system can develop leaks and drips
- Washing the car with the hose running, wastes 50-300 litres of water
- Watering your plants in hot weather can waste 75% of the water used through evaporation