

FREQUENTLY ASKED QUESTIONS (FAQ)

1. What are the steps taken by Indah Water Konsortium (IWK) to ensure that the sewerage services run as usual?

Rest assured, IWK services will operate as usual. Our Operations team will continue to carry out the operation and maintenance work at all of IWK's sewage treatment plants throughout the country. This is to ensure that the sewerage system continues to operate effectively and in good condition for the well-being of everyone especially during this Restricted Movement Order period.

The deployment guidelines for IWK's employees during the Restricted Movement Order are as follows:

a) Management

The Management team is crucial in ensuring that all aspects of the company's operation runs smoothly. This includes the Heads of Operations at the Headquarters and Unit Operation Offices as well Head of Departments that are deemed critical including Safety & Health, Fleet and Security.

a) Field Staff

This group is vital in carrying out all of IWK's operations work which includes maintaining the sewerage pipes and Sewage Treatment Plants, desludging works, as well as pipeline and plant equipment repair.

b) Support Staff

IWK has implemented a rotational work from home schedule for its support staff such as the Administration, Customer Service, Human Resources and Information Technology Department to ensure minimal interaction during the Restricted Movement Order period.

2. How do I contact IWK in the event of any situation requiring IWK services?

All IWK customer service centres will be temporarily closed from 20 March to 31 March 2020 following the Movement Control Order. This includes Payment/Collection & Enquiries counter in headquarters, operation's office, UTC and IWK Certifying Agency.

However, customers can contact IWK through its Customer Service Line at 03-20832828 (**8am – 9pm**) or email care@iwk.com.my for any general inquiries or IWK bill. To obtain IWK services, customers can directly contact any IWK unit office nearby. Please visit <https://www.iwk.com.my/contact/customer-services-centres> to access the list of telephone numbers for the unit offices nationwide. Customers can refer to IWK's Facebook, Twitter and Instagram pages for the latest updates.

3. What are the steps taken by IWK to ensure that its employees are not exposed to the risk of Covid-19 infections while performing their tasks?

- a) IWK only mobilizes its Operations Team to maintain the sewerage systems and its key management team to oversee the company.
- b) Support Staff have been instructed to work from home based on a rotational work schedule to ensure minimal interaction during the Restricted Movement Order period.
- c) Sanitation products and Personal Protective Equipment such as gloves and face mask are provided to staff who deal directly with the public.
- d) Taking additional measures such as voluntary quarantine for those at risk are always adhered to as well as constantly providing advice to all IWK staff on good workplace practices as attached.
- e) According to the information obtained from the Ministry of Health as well as other countries, it is found that the risk of the coronavirus infection among sewer workers are under control if the necessary precautions are taken.
- f) Temporary closure of all 32 IWK customer service centres nationwide from 20 March to 31 March 2020 (these include IWK Payment and Inquiry Counter at the IWK headquarters, IWK unit offices, UTC and IWK Certifying Agencies).

4. How can customers pay their IWK sewerage service bills during the Restricted Movement Order (RMO) period?

IWK is aware and understand that the RMO period might restrict customers wanting to pay their sewerage service bills. As such, customers are advised to make payments through IWK's official website, Indah Water mobile application (can be downloaded at the Google Store or Apple Store), internet banking and JomPAY:

www.Maybank2u.com.my For Maybank account holders only
www.cimbclicks.com.my For CIMB account holders only
www.mbfcards.com (MBf "Click n' Pay") for all Master credit card holders
www.rhb.com.my For RHB account holders only
www.pbebank.com For Public Bank & Finance account holders only
www.ambankgroup.com For AmBank account holders only
www.bankislam.com.my For Bank Islam account holders only
www.hlb.com.my For Hong Leong Bank account holders only
www.mybsn.com.my For Bank Simpanan Nasional account holders only

www.irakyat.com.my For Bank Rakyat account holders only

JomPAY

Bill code: 68502

- **Ref-1: Sewerage Account Number**
- **Ref-2: Telephone Number / E-mail Address**

MBF account holders can also make payment through Telephone Banking (Call N Pay) at 03-2167 7600.

5. Will IWK perform desludging services for Individual Septic Tanks when there is an urgent request from customers?

IWK is always ready to provide desludging services upon request. Customers can contact the nearest Unit Office at the numbers stated below:

Unit Office	Telephone Number
Kangar	04-9778828
Alor Setar	04 - 734 4692 / 4693
Langkawi	04 - 966 5828 / 04 - 966 4522
Sg. Petani	04 - 4404262 / 63
Pulau Pinang	04 - 282 5828 / 04 - 282 9100
Seberang Prai	04 - 398 4828 / 04 - 397 8052
Taiping	05 - 807 0828
Ipoh	05 - 249 5611/5612
Manjung	05-6883964 / 6884024 / 6884162
Klang	03-3122 8911/03-31226611
Subang Jaya	03 - 55427828
Gombak	03 - 6135 1491
Langat	03 - 8318 5834 / 03 - 8319 3357
Shah Alam	03 - 55427828
Kuala Lumpur	03 - 2284 7828
Labuan	087 - 414 828
Negeri Sembilan	06 – 6789 055
Melaka	06 – 318 2788/2887
Kuantan.	09 - 5177460 / 09 - 5178437
Kuala Terengganu	09 - 624 3080, 09-617 8838
Kluang	07-7728267
Skudai	07 - 5114983

6. Can a Developer/Consultant submit their application for the development of sewerage systems to the Certification Agencies during the Restricted Movement Order period?

Employees from the Certification Agencies will still be working during the Restricted Movement Order but the office will be closed to all developers/consultants. However, developers/consultants can submit their sewerage applications online at eSWAP to the Certification Agencies and will be processed according to the processing period specified by SPAN. All meetings, discussions and site inspections that have been schedule with the Certification Agencies staff during the Restricted Movement Order will be postponed and a new date will be advised accordingly.

7. What are the steps taken by IWK to ensure all upgrading/remediation work of the sewerage pipes do not pose a public safety risk?

The contractors have temporarily closed the manholes, placed workplace barriers and sign boards at all worksites involved.

IWK will also ensure that the contractors place sufficient warning signs at all worksites in order to avoid any possible incidents involving the public during the Restricted Movement Order.

IWK and the contractors will carry out scheduled inspections at the worksites throughout this period to ensure the worksite areas remain safe.

Should there be any issue/problem found during the scheduled inspections, the contractors will be responsible for fixing the issue/problem immediately.

Additional Information:

<i>Headquarters</i>	<i>44, Jalan Dungun, Damansara Heights, 50490 Kuala Lumpur</i>
<i>Telephone</i>	<i>03-2780 1100</i>
<i>Fax</i>	<i>03-2095 6002</i>
<i>Official Website</i>	<i>www.iwk.com.my</i>
<i>E-mail</i>	<i>care@iwk.com.my</i>
<i>SMS</i>	<i>63660 (Type IWK<space>Message)</i>
<i>Facebook</i>	<i>www.facebook.com/IndahWaterKonsortium</i>
<i>Twitter</i>	<i>@IWKComms</i>
<i>Instagram</i>	<i>iwk_official</i>

Awareness measures and actions taken by IWK for its employees

No	Steps taken
1.	Raising employee awareness - Basic protective measures against the novel coronavirus
2.	Raising employee awareness - Additional Safety Measures for the prevention of Covid-19 at the workplace
3.	Raising employee awareness - Additional protective measures against the novel coronavirus for OMD
4.	Notice of workplace practices - Handling of Covid-19 at UO (staff returning from overseas)
5.	Notification of workplace practices - Handling of Covid-19 at UO (for Contractor's staff)
6.	Notification of workplace practices - Disposal of Sludge By Private Contractors at our facilities (Covid-19 Precautionary Measures)
7.	Monitoring employees under voluntary self-quarantine
8.	Raising employee awareness – Additional preventive measures against the coronavirus for Operations at IWK
9.	Notification of workplace practices – Preventive measures to avoid Covid-19 for IWK customer service centres
10.	Notification of workplace practices - Preventive measures to avoid Covid-19 for IWK Field Staff that deal directly with customers
11.	The Department of Operations & Maintenance has formed a special committee in light of the Restricted Movement Order.
12.	Guidelines on work schedule arrangements for the Operations staff during the Restricted Movement Order.

SOALAN LAZIM (FAQ)

8. Apakah-apakah langkah yang diambil oleh IWK untuk memastikan perkhidmatan pemetungan berjalan seperti biasa?

Perkhidmatan IWK akan beroperasi seperti biasa di mana pasukan operasi akan melaksanakan kerja-kerja operasi dan penyelenggaraan loji-loji kumbahan di kawasan operasi IWK seluruh negara. Ini adalah untuk memastikan sistem pemetungan beroperasi dengan baik untuk kesejahteraan rakyat terutama ketika kita menjalani Perintah Kawalan Pergerakan.

Garis panduan pembahagian (deployment) kakitangan operasi di IWK semasa waktu Perintah Kawalan Pergerakan adalah seperti di bawah:

c) Kakitangan Pengurusan

Golongan ini diperlukan untuk memastikan operasi sentiasa berjalan dengan lancar. Diantaranya adalah Ketua-ketua operasi di Ibu pejabat dan Pejabat Operasi Unit dan Ketua-ketua kakitangan sokongan kritikal seperti Keselamatan dan Kesihatan, Fleet dan Sekuriti.

d) Kakitangan Lapangan

Golongan ini diperlukan untuk menjalankan kerja-kerja operasi yang merangkumi kerja-kerja penyelenggaraan paip pemetungan, loji kumbahan, kerja-kerja pengosongan tangki septik secara responsif, kerja-kerja pembaikan paip dan kelengkapan loji.

e) Kakitangan sokongan

Untuk golongan kakitangan sokongan seperti pentadbiran, perkhidmatan pelanggan, sumber manusia, teknologi maklumat, IWK telah mengaturkan cara-cara kerja dari rumah dan secara giliran untuk memastikan penglibatan yang minima semasa Perintah Kawalan Pergerakan.

9. Apakah cara untuk menghubungi IWK sekiranya berlaku apa-apa situasi yang memerlukan perkhidmatan IWK?

Kaunter-kaunter khidmat pelanggan IWK ditutup sementara daripada 20 hingga 31 Mac 2020 berikutan arahan Perintah Kawalan Pergerakan. Ini termasuklah Kaunter Pembayaran dan Pertanyaan IWK di Ibu Pejabat, pejabat-pejabat operasi IWK, UTC dan Agensi Perakuan IWK.

Walau bagaimanapun, para pelanggan masih boleh menghubungi IWK melalui:

- 1) Talian khidmat pelanggan 03-2083 2828 (8 pagi – 9 malam) atau e-mel care@iwk.com.my untuk sebarang pertanyaan am atau mengenai bil IWK.
- 2) Bagi mendapatkan perkhidmatan IWK, pelanggan boleh terus menghubungi pejabat-pejabat operasi IWK di kawasan mereka. Sila layari laman web <https://www.iwk.com.my/contact/customer-services-centres> untuk melihat senarai pejabat-pejabat operasi di seluruh negara. Pelanggan juga boleh mendapatkan maklumat terkini di laman media sosial IWK di Facebook, Twitter dan Instagram.

10. Apakah langkah-langkah yang diambil oleh IWK untuk memastikan pekerja IWK tidak terdedah kepada risiko jangkitan Covid-19 semasa menjalankan tugas operasi?

- g) IWK hanya menggerakkan pasukan operasi untuk menyelenggara sistem pembedungan dan kumpulan kakitangan pengurusan utama
- h) Kumpulan pekerja sokongan telah diminta untuk menjalankan tugas dari rumah secara bergilir untuk memastikan penglibatan yang minima semasa Perintah Kawalan Pergerakan.
- i) Peralatan seperti kemudahan sanitasi, dan Personal Protective Equipment (PPE) lain seperti sarung tangan, penutup muka, disediakan kepada kakitangan yang berdepan secara langsung dengan orang awam.
- j) Langkah-langkah tambahan seperti kuarantin sukarela bagi golongan berisiko sentiasa dipatuhi dan nasihat-nasihat amalan kerja baik adalah seperti yang dilampirkan.
- k) Menurut maklumat yang diperolehi dari pihak KKM dan juga amalan kerja di negara lain, adalah didapati risiko jangkitan coronavirus kepada pekerja pembedungan adalah terkawal sekiranya langkah-langkah pencegahan seperti di atas telah diambil.
- l) Penutupan sementara kesemua 32 kaunter khidmat pelanggan IWK di seluruh negara mulai 20 Mac hingga 31 Mac 2020 (ini termasuklah Kaunter Pembayaran dan Pertanyaan IWK di Ibu Pejabat, pejabat-pejabat operasi IWK, UTC dan Agensi Perakuan IWK).

11. Dalam Tempoh Arahan Perintah Kawalan Pergerakan (PKP), bagaimana pelanggan boleh menunaikan tanggungjawab membayar bil pembedungan?

IWK akur dan faham akan perintah sekatan ini mungkin akan menghadkan pelanggan membuat bayaran. Justeru, pelanggan boleh membuat bayaran melalui aplikasi Indah Water yang boleh dimuat turun di Google Store atau Apple Store; atau melalui dalam talian/perbankan internet di:

www.Maybank2u.com.my bagi pemegang akaun Maybank sahaja
www.cimbclicks.com.my bagi pemegang akaun CIMB sahaja.
www.mbfcards.com (MBf "Click n' Pay") bagi semua pemegang kad kredit Master
www.rhb.com.my bagi pemegang akaun RHB sahaja.
www.pbebank.com bagi pemegang akaun Public Bank & Finance sahaja.
www.ambankgroup.com bagi pemegang akaun AmBank sahaja.
www.bankislam.com.my bagi pemegang akaun Bank Islam sahaja.
www.hlb.com.my bagi pemegang akaun Hong Leong Bank sahaja.
www.mybsn.com.my bagi pemegang akaun Bank Simpanan Nasional

www.irakyat.com.my bagi pemegang akaun Bank Rakyat sahaja.

JomPAY

Biller code: 68502

- **Ref-1: No Akaun Pembedungan**
- **Ref-2: Nombor Telefon / Alamat E-mel**

Bagi pelanggan pemegang akaun MBF, mereka boleh membuat bayaran melalui Perbankan Telefon Call N Pay (Tel: 03-2167 7600)

12. Dalam Keadaan terdesak, bolehkah IWK menjalankan kerja kerja pengosongan tangki septik individu premis apabila dihubungi oleh Pelanggan?

Pihak IWK sentiasa bersedia untuk menyediakan perkhidmatan pengosongan tangki septik apabila mendapat permintaan dari mana-mana pelanggan. Pelanggan boleh menghubungi pejabat unit berhampiran melalui talian seperti di bawah:

Pejabat Unit	No. Telefon
Kangar	04-9778828
Alor Setar	04 - 734 4692 / 4693
Langkawi	04 - 966 5828 / 04 - 966 4522
Sg. Petani	04 - 4404262 / 63
Pulau Pinang	04 - 282 5828 / 04 - 282 9100
Seberang Prai	04 - 398 4828 / 04 - 397 8052
Taiping	05 - 807 0828
Ipoh	05 - 249 5611/5612
Manjung	05-6883964 / 6884024 / 6884162
Klang	03-3122 8911/03-31226611
Subang Jaya	03 - 55427828
Gombak	03 - 6135 1491
Langat	03 - 8318 5834 / 03 - 8319 3357
Shah Alam	03 - 55427828
Kuala Lumpur	03 - 2284 7828
Labuan	087 - 414 828
Negeri Sembilan	06 – 6789 055
Melaka	06 – 318 2788/2887
Kuantan.	09 - 5177460 / 09 - 5178437
Kuala Terengganu	09 - 624 3080, 09-617 8838
Kluang	07-7728267
Skudai	07 - 5114983

13. Bolehkan Pemaju/perunding mengemukakan permohonan pembangunan sistem pembedungan kepada Unit Perakuan dalam tempoh PKP?

Kakitangan Unit Perakuan masih bekerja dalam tempoh PKP tetapi semua pejabat Unit Perakuan akan ditutup untuk pemaju/perunding bagi tujuan permohonan pembedungan. Walaubagaimanapun, pemaju/perunding boleh membuat permohonan pembedungan atas talian (eSWAP) sahaja kepada Unit Perakuan dan akan diproses mengikut tempoh pemprosesan yang ditetapkan oleh SPAN. Sebarang mesyuarat, perbincangan dan pemeriksaan tapak bersama kakitangan Unit Perakuan yang telahpun ditetapkan dalam tempoh PKP adalah ditunda dan tarikh baru akan diberitahu kelak.

7. Apakah langkah-langkah yang diambil oleh IWK untuk memastikan kerja-kerja naiktaraf/pemulihan paip pembetulan di bawah seliaan kami tidak memberi risiko keselamatan kepada pihak awam?

Pihak kontraktor telah menjalankan kerja-kerja penutupan sementara lurang, meletakkan penghadang kawasan kerja dan papantanda kawasan kerja untuk semua tapak kerja pembetulan yang terlibat.

Pihak IWK juga akan memastikan pihak kontraktor meletakkan tanda amaran yang secukupnya disemua tapak kerja bagi mengelakkan sebarang kemungkinan yang mungkin berlaku kepada orang awam semasa perintah kawalan pergerakan dijalankan.

Pihak IWK dan pihak kontraktor akan melakukan pemeriksaan berkala ke tapak kerja sepanjang tempoh ini bagi memastikan keselamatan tapak kerja tersebut.

Semasa pemeriksaan berkala dijalankan, jika terdapat sebarang ketidaksempurnaan, pihak kontraktor akan bertanggungjawab untuk memperbaikinya dengan kadar segera.

Maklumat tambahan:

<i>Ibu pejabat</i>	<i>44, Jalan Dungun, Damansara Heights, 50490 Kuala Lumpur</i>
<i>Telefon</i>	<i>03-2780 1100</i>
<i>Fax</i>	<i>03-2095 6002</i>
<i>Laman web rasmi</i>	<i>www.iwk.com.my</i>
<i>Emel</i>	<i>care@iwk.com.my</i>
<i>SMS</i>	<i>63660 (Type IWK<space>Message)</i>
<i>Facebook</i>	<i>www.facebook.com/IndahWaterKonsortium</i>
<i>Twitter</i>	<i>@IWKComms</i>
<i>Instagram</i>	<i>iwk_official</i>

Langkah-langkah kesedaran dan tindakan yang diambil oleh IWK untuk kakitangan

No	Langkah-langkah yang diambil
1.	Menyebarkan maklumat kesedaran kepada kakitangan - Basic protective measures against the novel coronavirus
2.	Menyebarkan maklumat kesedaran kepada kakitangan - Additional Safety Measures for the prevention of Covid-19 at the workplace
3.	Menyebarkan maklumat kesedaran kepada kakitangan - Additional protective measures against the novel coronavirus for OMD
4.	Pemberitahuan Arahan Amalan Kerja - Handling of Covid-19 at UO (staff returning from overseas)
5.	Pemberitahuan Arahan Amalan Kerja - Handling of Covid-19 at UO (for Contractor's staff)
6.	Pemberitahuan Arahan Amalan Kerja - Disposal of Sludge By Private Contractors at our facilities (Covid-19 Precautionary Measures)
7.	Pemantauan kakitangan yang berada dalam kuarantin secara sukarela
8.	Menyebarkan maklumat kesedaran kepada kakitangan - Langkah perlindungan tambahan terhadap coronavirus untuk Operasi di IWK
9.	Pemberitahuan Arahan Amalan Kerja - Langkah Pencegahan Covid-19 di Kaunter Khidmat Pelanggan di OMD
10	Pemberitahuan Arahan Amalan Kerja - Langkah Pencegahan Terhadap Covid-19 Bagi Kakitangan Lapangan (Field Staff) IWK yang berurusan dengan pelanggan
11	Pembentukan suatu Jawatankuasa bagi Jabatan Operasi dan Penyelenggaraan sewaktu Perintah Kawalan Pergerakan.
12	Garis panduan bagi Pengaturan Kerja bagi Kakitangan Operasi sewaktu Perintah Kawalan Pergerakan.