

**FREQUENTLY ASKED QUESTIONS AND ANSWERS
EXEMPTION ON WATER BILL PAYMENT FOR JANUARY 2022 FOR CUSTOMERS AFFECTED BY
FLOOD INCIDENT IN SELANGOR AND KUALA LUMPUR**

1. What does it mean by the Exemption on Water Bill Payment as part of the Bantuan Selangor Bangkit (BSB) Program announced by the Menteri Besar of Selangor on 21 December 2021?

Pengurusan Air Selangor Sdn Bhd (Air Selangor) offers the exemption on water bill payment for one (1) month for the month of January 2022 to any domestic accounts affected by the flood incident in Selangor.

2. Who will be eligible and how to apply?

All DOMESTIC account customers in the flood-affected areas will automatically receive the exemption on water bill payment for a period of one (1) month and there is no need for the affected customers to fill in or submit any form to Air Selangor.

3. How can customers verify if they have received the exemption on water bill payment for the month?

Air Selangor is still in discussion with the State Flood Disaster Coordination Unit to identify the victims involved in the effort to provide the exemption on water bill payment. Customers can visit www.airselangor.com or through Air Selangor's official communication channels such as the Air Selangor application, Facebook, Instagram and Twitter to get the latest information that will be updated from time to time.

4. Will Air Selangor still be issuing water bills to flood victims when the Menteri Besar of Selangor has announced the exemption on water bill payment for flood victims?

Air Selangor still issues monthly water bill as usual either normally or through approximation in the areas affected by the flood but their water bill for one (1) month will be exempted from payment as informed in answer number 1.

5. I do not pay the water bill to Air Selangor but to Joint Management Body (JMB), how can I get the exemption on water bill payment?

The one (1) month exemption on water bill payment will only be offered to the domestic accounts (Tariff Code 10). For domestic customers other than the Tariff Code 10, further confirmation from the Selangor State Government is required.

6. The water supply at my flood-affected house has been cut. Can the water supply be reconnected without any advance payment?

As a caring organisation, Air Selangor will consider reconnecting the supply before/without payment. However, customers still need to make the payment of any arrears.

7. I am not a Malaysian citizen but my house was affected by the flood, am I eligible for the exemption on water bill payment?

Eligible, subject to the above conditions.

8. I received the Tenaga Nasional Berhad (TNB) bill exemption but as I checked the latest water bill, there is still no exemption. Am I eligible?

Eligible, subject to the above conditions.

9. I am a Skim Air Darul Ehsan (SADE) recipient and affected by the flood. Is there any payment exemption for me as well?

SADE recipients are still eligible to receive the one (1) month exemption on water bill payment if the account is identified as a Domestic Tariff code. However, only the excess bill amount after deducting the SADE adjustment will be exempted.

10. Where can I check the list of areas that receive the exemption on water bill payment?

Information on the list of flood areas can be obtained on the Air Selangor website www.airselangor.com or through Air Selangor's official communication channels such as the Air Selangor application, Facebook, Instagram and Twitter.

11. I received the water bill at the end of December 2021 without the exemption on water bill payment. Flood clean-up activities were completed before the bill was received. Am I eligible for the payment exemption for the month of December 2021 bill?

The exemption on water bill payment is only offered for January 2021 billing.

12. Will I be charged for a broken or lost meter due to the flood incident on 17 December 2021?

The cost of replacing water meters that are broken or lost due to the flood will be borne by Air Selangor.

13. What action should I take if no water rebate is offered to the water bill in January 2022 when I am a flood victim and eligible to receive the exemption on water bill payment?

Customers can contact Air Selangor on the following channels for further review:

1. Help Center available at www.airselangor.com and Air Selangor application
2. Contact the Selangor Water Customer Contact Center at 15300

14. If there is a high bill in the following month (February 2022) will the customers still be charged for the payment of the bill or do they get an exemption or adjustment?

Yes, please contact Air Selangor to make a complaint.

15. Will multi-storey dwellings in flooded areas that pay their water bills directly to Air Selangor be exempted too from payment?

Domestic customers other than the Tariff Code 10's customers need to get further confirmation from the Selangor State Government.