



ILTIZAM SELANGOR PENYAYANG (ISP) SKIM AIR DARUL EHSAN FREQUENTLY ASKED QUESTIONS



GENERAL INFORMATION

- ▶ What is Skim Air Darul Ehsan (SADE)?
- ▶ Are tenants eligible to apply for SADE?
- ▶ If I move to a new house, will I be eligible to reapply for SADE?

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TERMS AND CONDITION

- ▶ Who is eligible for SADE?
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► GENERAL INFORMATION

- 1. What is Skim Air Darul Ehsan (SADE)?**
Skim Air Darul Ehsan is the reapportion programme to provide free water to the target group in the state of Selangor.
- 2. Are the residents of Kuala Lumpur and Putrajaya eligible to apply for SADE?**
Not eligible. It is only for residents in Selangor.
- 3. Are tenants eligible to apply for SADE?**
Yes, tenants are eligible to apply if they meet the application terms and conditions as well as qualification review set by the Selangor state government.
- 4. If I move to a new house, will I be eligible to reapply for SADE?**
You can reapply for new premise if meet the application terms and conditions set by the Selangor state government.
- 5. Does the Selangor state government provide registration facility for SADE through mobile application?**
Yes, user can register for SADE via SSIPR mobile application which can be downloaded through the Apple App Store or Google Play.

► TERMS AND CONDITION

- 6. Who is eligible for SADE?**
SADE is applicable for consumers who meet the following terms and conditions:
 - i. The applicant must be a Malaysian citizen and resides in the state of Selangor.
 - ii. The household monthly income must be RM5,000 and below (for a husband and wife including foreign spouse or single/without spouse).
 - iii. Residential premises with individual meters.
 - iv. Applicants can only apply for one account/premise only

Reminder:

For low-cost apartment residents who receive their water supply through bulk meter will continue receiving 20m³ free water automatically under SADE until 31st December 2024, according to the existing free water rebate methods involving JMB/MC as well as the Selangor Housing and Property Board (LPHS).

- 7. Can single/married applicants earning more than RM5,000 apply for SADE?**
They are not eligible because they do not meet the specified terms.
- 8. When is the eligibility household monthly income of RM5,000 and below will be effective?**
The eligibility household monthly income of RM5,000 and below will be effective on 1st October 2022.
- 9. Is a widow eligible to apply?**
Yes, you can apply for SADE but is subject to the application terms and conditions as well as qualification review.
- 10. I have 5 houses with each eligible for SADE. Will all my premises eligible to receive and enjoy 20m³ free water supply?**
Only ONE account/premise can apply and enjoy 20m³ free water supply.
- 11. I am a low-cost apartment owner/tenant who receives water through a JMB/MC bulk meter. Am I still eligible and how do I apply for SADE?**
For low-cost apartment residents who receive their water supply through bulk meter will continue receiving 20m³ free water automatically under SADE until 31st December 2024 according to the existing free water rebate methods which involving JMB/MC as well as the Selangor Housing and Property Board (LPHS).



► REGISTRATION

12. How can we apply for SADE?

- i. The SADE application can be made online through www.ssipr.selangor.gov.my
- ii. The application form can be downloaded or acquired through the following channels:
 - Website: www.airselangor.com
 - The service counters of any 10 regional offices of Pengurusan Air Selangor Sdn Bhd
 - Pusat Khidmat Masyarakat (PKM)
- iii. Completed application forms can be submitted via email: iprair@airselangor.com or at the service counters of any 10 regional offices of Pengurusan Air Selangor Sdn Bhd.

13. What is Termination/Cancellation Application of SADE and who should apply?

Cancellation/Termination Application of SADE is an application used by applicants who have received Water Rebate under SADE but then requested to cancel/terminate the scheme due to several reasons such as:

- Moving to a new house/premise,
- Transfer of Water Account Ownership (COO),
- Court Order to vacate the premise,
- The SADE recipient passed away,
- Termination of Water Account

or other related reasons as stated in the SADE Cancellation/Termination Application Form.

14. How can I apply for Termination/Cancellation of SADE and reapply SADE for new/other premise?

The SADE Cancellation/Termination Application Form can be downloaded from Air Selangor website at www.airselangor.com/residential/skim-air-darul-ehsan. Read the instruction note and submit the completed form with attachment (if any) to iprair@airselangor.com or the service counter of any 10 Regional Offices of Pengurusan Air Selangor Sdn Bhd with SADE Application Form to reapply for the SADE new account/premise (if any) for further process.

15. Can I apply for the SADE Termination/Cancellation if the reason is not itemised in the SADE Termination/Cancellation Form?

Yes, applicant can still apply for the SADE Termination/Cancellation by stating the reason in Part B: Application Termination/Cancellation Form and submit it for review and further action.

16. I have enjoyed water rebate under SADE since 2020. However, the water account under this scheme was terminated/transferred by Air Selangor. Should I apply for the SADE water account termination because the account is no longer active under my name?

Yes, you are advised to terminate the previous SADE application if you want to reapply for a new SADE premise/water account. The previous application and details (i.e. Identification Card Number, Water Account Number and Status) will be terminated and updated in Smart SSIPR portal which then will enable you to reapply SADE for a new premise/account.

17. Who is eligible to appeal for SADE?

The SADE applicant who already registered but unsuccessful is eligible to appeal.

18. How can I appeal for SADE if my application was unsuccessful?

The applicant will need to complete the latest application details through SSIPR portal online or submit the latest application form via email to iprair@airselangor.com or at the service counter of any 10 regional offices of Pengurusan Air Selangor Sdn Bhd.

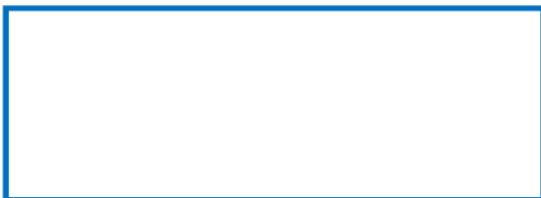


► PROCESS OF IMPLEMENTATION

19. **How long the SADE registration is open to the people?**
The SADE registration is open throughout the year until 2024.
20. **How does the provision of free water rebate through SADE is being implemented?**
The provision of free water rebate through SADE is being implemented in 4 series within a period of 12 months.
21. **How long does it take to process the application for SADE and when are its implementation dates?**
The SADE application dates and processing durations for the year of 2022-2024 are as follows:

THE IMPLEMENTATION SCHEDULE OF SKIM AIR DARUL EHSAN (SADE) FOR YEAR OF 2022-2024			
Siri	Date	Duration	Activity
Siri 1 (4 months)	1 Sept 2022 - 30 Nov 2022	3 month	Open for registration based on Siri
	1 Dec 2022 - 31 Dec 2022	1 month	Processing & Cross Check of applications
	1 January 2023		Date of SADE implementation for succesful applicants
Siri 2 (4 months)	1 Dec 2022 - 28/29 Feb 2023	3 month	Open for registration based on Siri
	1 Mac 2023 - 31 Mac 2023	1 month	Processing & Cross Check of applications
	1 April 2023		Date of SADE implementation for succesful applicants
Siri 3 (4 months)	1 Mac 2023 - 31 May 2023	3 month	Open for registration based on Siri
	1 June 2023 - 30 June 2023	1 month	Processing & Cross Check of applications
	1 July 2023		Date of SADE implementation for succesful applicants
Siri 4 (4 months)	1 June 2023 - 31 Aug 2023	3 month	Open for registration based on Siri
	1 Sept 2023 - 30 Sept 2023	1 month	Processing & Cross Check of applications
	1 October 2023		Date of SADE implementation for succesful applicants
Reminder: This implementation schedule has started on 1 September 2021 until 1 October 2022. For the consequent year, the implementation schedule will start on 1 September 2022 until 1 October 2023 while for the next year is expected to start on 1 September 2023 until 1 October 2024.			

22. **In the previous time, I enjoyed 20m³ free water monthly. Will I still be eligible to receive free water after 1 March 2020?**
You are entitled to receive 20m³ free water supply under SADE if you have registered and complied with the terms set by the Selangor state government.
23. **Will I be able to apply for SADE after the date of registration has ended?**
Applicants can apply for SADE before 31st December 2024.
24. **What is the status of SADE existing recipients and new successful applicants who are eligible for SADE after 31st December 2021?**
All existing recipients and new successful applicants of SADE will benefit from the scheme until 31st December 2024 automatically.
25. **How long is the extended period of SADE after 31st December 2021 and when is the date for new registration?**
The Selangor state government has agreed to extend the period of SADE for 3 years from 1st January 2022 to 31st December 2024 and the registration is open throughout the year.



For more information kindly visit www.airselangor.com or call 15300

