

1. **What is Air Selangor X Chatime?**

Air Selangor X Chatime collaboration is an initiative from Air Selangor & Chatime to promote e-billing. Customers need to download Air Selangor application & subscribe to e-Bil. e-Bil enables customers to receive their water bills through digital platforms (email or WhatsApp).

2. **How long is the Air Selangor x Chatime Campaign Period?**

The Campaign starts on 1 November 2022 and ends on 31 December 2022.

3. **Who is eligible to participate in the Campaign?**

All Air Selangor customers under Code 10 of Domestic Users, either owners or tenants aged 18 years old and above, can participate in this Campaign (except Air Selangor employees).

4. **Can Air Selangor customers who have subscribed to e-Bil participate in this Campaign?**

The Campaign only opens to customers who subscribe to e-Bil on 1 November to 31 December 2022.

5. **If the customer has multiple accounts, can the customer redeem the voucher for each account?**

No, if the customer has more than one (1) Air Selangor water account under his/her name with NRIC, then only one (1) account is eligible to win the Campaign.

6. **How is the Campaign Registration verified?**

The Campaign Registration is verified by each participant's name, email, phone number, IC number and bill account.

7. **If a customer subscribes to e-Bil before the Campaign starts, will it count as a Campaign Entry?**

Customers who have subscribed to e-Bil before the Campaign Period from 1 November 2022 until 31 December 2022 are not counted as Campaign Entries.

8. **How does a participant get the unique code voucher?**

Only participants who have won the Campaign will receive the unique code vouchers through email by the following month.

9. **What are the criteria for selecting a winner?**

The winners must fulfill the criteria as below:

- new or existing Air Selangor application users.
- new e-Bil subscribers.
- have no outstanding water bill payments.
- first 4,000 customers who pay water bills through Air Selangor application from 1 November 2022 until 31 December 2022.
- not Air Selangor employees.

10. Can I participate in the Campaign for the following month if I have won the voucher?

Yes, customers can still participate in the following month (if it is still within the Campaign Period).

11. Can I subscribe to e-Bil using other than the Air Selangor application and still be eligible for the Campaign?

You are eligible to join the Campaign when subscribing to e-Bil through Air Selangor application, website or service counters throughout the Campaign Period.

12. How can customers know more about Air Selangor x Chatime?

For more information, check out <https://www.airselangor.com/campaign-airselangorxchatime/>