

1. **What is AirSelangorReport Leaks Campaign?**

Air Selangor Report Leaks Campaign ("**this Campaign**") is an initiative by Air Selangor to reduce Non-Revenue Water (NRW) and improve customer experience. This Campaign is to encourage Air Selangor's consumers to report via Air Selangor mobile application wherever they notice any pipe leak/pipe burst/meter leak/illegal tapping.

2. **How long is this Campaign period?**

This Campaign starts on 1 January 2024 and ends on 31 December 2024 ("**Campaign Period**").

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

All Air Selangor's consumers who have made one (1) or more reports of pipe leak/pipe burst/meter leak/illegal tapping through Air Selangor's mobile application during the Campaign Period.

4. **Can Air Selangor's consumers who have made a report prior to Campaign Period participate in this Campaign?**

No. This Campaign is only open to Air Selangor's consumers who have made reports of any pipe leak/pipe burst/meter leak/illegal tapping through Air Selangor's mobile application during the Campaign Period.

5. **Can Air Selangor's consumers make multiple reports during the Campaign Period?**

Yes. Air Selangor's consumers are encouraged to make multiple reports during the Campaign Period. However, each report must have been verified and attended to by Air Selangor, in order for the consumer to be eligible to win more than one (1) reload pin.

6. **How does a participant get the reload pin?**

Only winners of this Campaign will receive the reload pin via SMS after the monthly selection is done during the Campaign Period.

7. **What are the criteria for selecting the winners?**

The winners will be chosen based on the following criteria:-

- Air Selangor consumers who have made one (1) or more reports via Air Selangor mobile application during the Campaign Period;
- Is one of the first 2,000 reports received through the Air Selangor mobile application of the month throughout the Campaign Period; and
- the report must have been verified and attended by Air Selangor as the report was received.

Frequently Asked Questions (FAQs) Air Selangor Report Leaks Campaign



8. **Can I make a report using other than the Air Selangor mobile application and still be eligible to take part in this Campaign?**

No. Only reports made via Air Selangor mobile application are eligible to take part in this Campaign.

9. **Where can Air Selangor's consumers know more about this Campaign?**

For more information, check out www.airselangor.com/ReportLeaksCampaign