



# WATER SUPPLY ONLINE SERVICES

*An Initiative by JBALB SARAWAK and SCSDU*



# Service Channels

❖ 14 Online Services Available



[service.sarawak.gov.my](http://service.sarawak.gov.my)



Mobile Application



Service Centre



Divisional Office

# Water Supply Online Services



Application for  
New Water Supply  
Connection

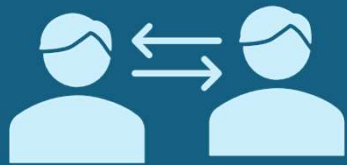


Application for  
Disconnection of  
Water Supply  
(Permanent/  
Temporary)



Reconnection of  
Water Supply due  
to Voluntary  
Disconnection

# Water Supply Online Services



Change of Water  
Supply Account  
Ownership



Request for Water  
Meter  
Replacement due  
to Meter Lost



Water Bill  
Presentment  
& Payment

# Water Supply Online Services

## ❖ Application for New Water Supply Connection

### ✓ Required Documents:



MyKad / Company  
Registration certificate



Locality Plan



Pipefitter's Form



Land Title, Community  
Head Letter, Sales &  
Purchase Agreement



Authorization Letter  
(if Application on behalf of owner)

# Water Supply Online Services

## ❖ Application for New Water Supply Connection

### ✓ Required Documents:



### Pipefitter's Form

### ✓ Download from JBALB website

### ✓ Obtain pipefitter's stamp

**A. NOTIS CADANGAN KERJA PEMBEKALAN AIR (Diisi oleh Jurugegas Paip)**

Saya, dengan ini, memberi notis untuk menjalankan kerja penyambungan paip di :-  
(I, herewith, give notice of my intention to carry out work on the water supply at :-)

Alamat premis: .....

Tarikh kerja dimulakan : .....

Kerja siap untuk diperiksa pada : .....

Nama Jurugegas Paip Berlesen: ..... Lesen No : ..... Tarikh Lesen Luput : .....

Tandatangan & Cop ..... Tarikh .....

**B. BUTIR - BUTIR KERJA (Diisi oleh Jurugegas Paip)**

	Jenis (Type)	Sais (Size)	Kuantiti (Quantity)
Paip Service (Service Pipe)		mm	m
Tangki Simpanan (Storage Tank)		Lit	no.
Sink (Sink)			no.
Basin (Wash basin)			no.
Penamcur (Shower)			no.
Koloh Panjang (Long Bath)			no.
Penanas Air (Water Heater)			no.
Tempat Kencing (Urinal)			no.
Injap Meter (Tap)		mm	no.
Tangki Sedutan (Suction Tank)		lit.	no.
Pam Elektrik (Electric Pump)		kw	no.
Tangki Tandas (W.C)			no.

\*Potong mana yang tidak berkenaan (Delete whichever not applicable)

**C. KEGUNAAN PEJABAT**

No. Fail : .....

Tarikh pemeriksaan : .....

Ulasan : .....

Jenis kerja	Saiz	Kuantiti	Kadar (RM)	Harga (RM)
Paip	mm	m		
hubung				
Ferite	mm	no.		
Saddle	mm	no.		
Tambahan potong jalan				
% Caj servis				

**Jumlah RM:** .....

\*Diaokong / Tidak disokong : .....

Pemeriksa / Tarikh .....

\*Dilulus / Tidak dilulus : .....

Jurutera / Tarikh .....

Pengesahan kerja siap pada .....

Pegawai yang menjaga : .....

(PT/JTK/JT)(Tandatangan & Tarikh) .....

Jurutera (Tandatangan & Tarikh) .....

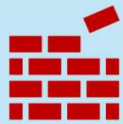
# Water Supply Online Services

- 1 Submit all documents to counter / online portal
- 2 Staff will process the request
- 3 Divisional office will contact consumer to collect payment bill
- 4 After payment, return the bill receipt to the divisional office
- 5 Water meter will be installed by JBALB's appointed contractor

# Water Supply Online Services

❖ Application for New Water Supply Connection

⊗ Application will be denied for:



Unfinished  
construction



Distance is  
more than  
100m from  
main pipe



House is  
located at high  
areas with low  
water pressure



Applicant is  
blacklisted in  
Credit Checking  
System for water  
authorities



# Water Supply Online Services

## ❖ Application for Disconnection of Water Supply (Permanent/ Temporary)

### ➤ Required Documents



MyKad / Company  
Registration certificate



Photo of Last  
Meter Reading



Authorization Letter  
(if Application on behalf of owner)

# Water Supply Online Services

- 1 Submit all documents to counter / online portal
- 2 Staff will process the request
- 3 Divisional office will contact consumer to collect water bill
- 4 After payment, return the bill receipt to the divisional office
- 5 Water meter will be removed by JBALB's appointed contractor

# Water Supply Online Services

## ❖ Reconnection of Water Supply due to Voluntary Disconnection

### ➤ Required Documents:



MyKad / Company  
Registration certificate



Probate Letter /  
Death Certificate  
(if owner is deceased)



Authorization Letter  
(if Application on behalf of owner)

# Water Supply Online Services

- 1 Submit all documents to counter / online portal
- 2 Staff will process the request
- 3 Divisional office will contact consumer to collect payment bill
- 4 After payment, return the bill receipt to the divisional office
- 5 Water meter will be re-installed by JBALB's appointed contractor

# Water Supply Online Services

## ❖ Change of Water Supply Account Ownership

### ➤ Required Documents:



MyKad of New  
Account Owner



Probate Letter /  
Death Certificate  
(if owner is deceased)



Authorization Letter  
(if Application on behalf of owner)



Land Title, Community  
Head Letter, Sales &  
Purchase Agreement

# Water Supply Online Services

- 1 Submit all documents to counter / online portal
- 2 Staff will process the request
- 3 Any outstanding payment must be paid before changing of ownership
- 4 After payment, return the bill receipt to the divisional office
- 5 Staff will update the water billing system

# Water Supply Online Services

## ❖ Request for Water Meter Replacement due to Meter Lost

### ➤ Required Documents:



MyKad / Company  
Registration certificate



Police Report



Authorization Letter  
(if Application on behalf of owner)

# Water Supply Online Services

- 1 Submit all documents to counter / online portal
- 2 Staff will process the request
- 3 Divisional office will contact consumer to collect payment bill
- 4 After payment, return the bill receipt to the divisional office
- 5 Water meter will be re-installed by JBALB's appointed contractor



# Water Supply Online Services

## ❖ Water Bill Presentment & Payment

➤ Online payment channels:



[service.sarawak.gov.my](http://service.sarawak.gov.my)



Kiosk



Mobile app



Mobile app

# Water Supply Online Services

## ❖ Water Bill Presentment & Payment

➤ Online payment channels:

**PAYBILLS**



[paybills.sarawak.gov.my](http://paybills.sarawak.gov.my)

# Water Supply Online Services

## ❖ Water Bill Presentment & Payment

➤ Digital copies of bill available on:



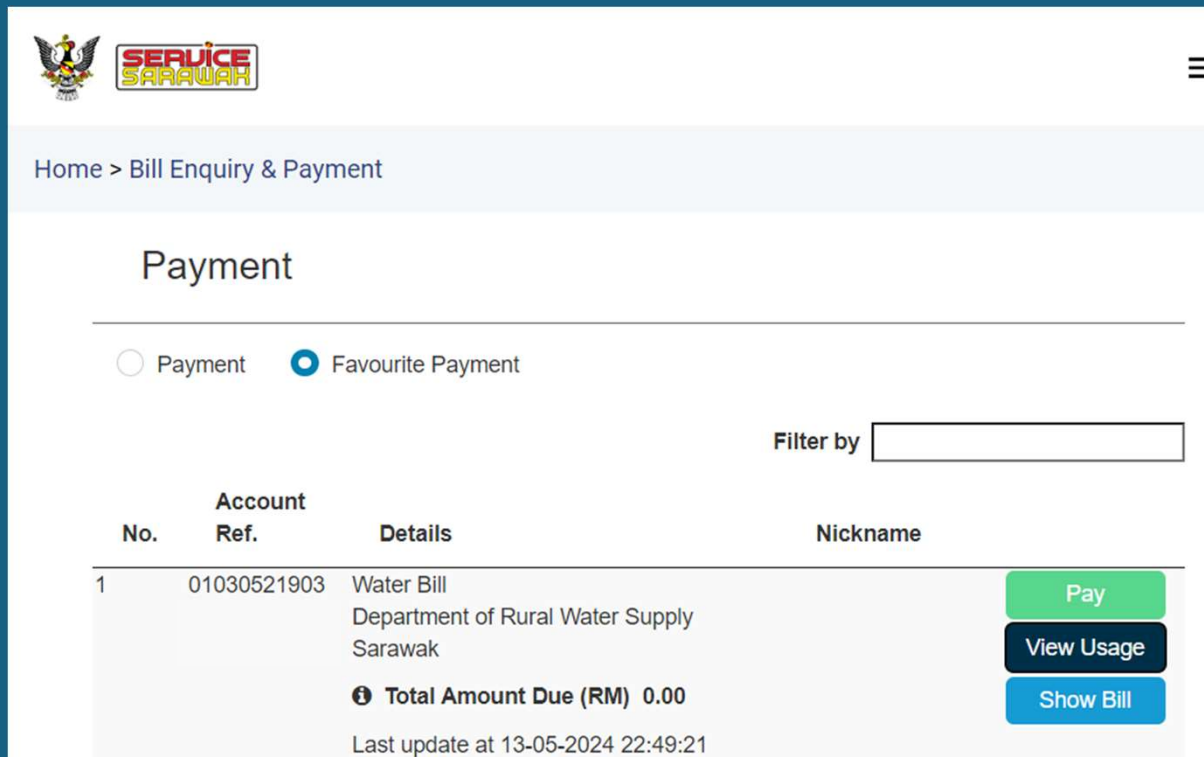
[service.sarawak.gov.my](http://service.sarawak.gov.my)



Mobile app

# Water Supply Online Services

## ❖ Water Bill Presentment & Payment





The screenshot shows the 'SERVIC Sarawak' logo at the top left and a navigation breadcrumb 'Home > Bill Enquiry & Payment'. The main heading is 'Payment', with radio buttons for 'Payment' and 'Favourite Payment'. A 'Filter by' search box is present. Below is a table with one entry for a water bill. The table has columns for 'No.', 'Account Ref.', 'Details', and 'Nickname'. The entry shows account number 01030521903, details for the Department of Rural Water Supply Sarawak, and a total amount due of RM 0.00. Action buttons for 'Pay', 'View Usage', and 'Show Bill' are on the right. The page footer indicates the last update at 13-05-2024 22:49:21.

No.	Account Ref.	Details	Nickname
1	01030521903	Water Bill Department of Rural Water Supply Sarawak <b>Total Amount Due (RM) 0.00</b>	

# Water Supply Online Services

## ❖ Water Bill Presentment & Payment

**Agency** Department of Rural Water Supply Sarawak

**Bill Type** Water Bill

**Account No.** 01030521903

**Bill No.** 010305219032403M

**Owner Name**

**Bill Date** 25-03-2024

**Bill Amount (RM)** 36.75

**Total Amount Due (RM)** 0.00

**Total Payment (RM)**

Minimum payment is RM 5.00 and Maximum payment is RM 5,000.00

**Payment Details**

JABATAN BERJALAN AIR LARU BANDAR SARAWAK  
Kuching and Tel. Felda,  
Kuching STS,  
No. 16, Jalan Kuching Tiga,  
93300 Kuching

PIHAK BERJALAN BERJALAN AIR  
KUCHING  
TAX INVOICE (JST ID: 0007242336)

PENGGUNA			
NO. INV. CUKAI PENGGUNA & ALAMAT S/LOT9(8074)SAMARIANG AMAN 2, PLOT 4PH.5,OFF JALAN SULTAN TENGAH,KUCHING		20240305219031903	
NO. AKAUN 01030521903		2403M	
AGENS			
KOD AKAUN 01030521903	TEMPOR MAC	25/03/2024	
KOD P/B 01030521903	TAMBAH DIBELAKANG TAMBAH CENAP	01030524	
KOD METER 01030521903			
ANGGA BILANGAN METER			
SEBELUM	SEKARANG	PENGUNCIAN (000 Liter)	KOD TAMBAH
			01
TEL. KELOMPOK/PENYEDIAAN TEL: 082-032036			
P/S: 122040402219. Bil. ini adalah 'Reprint' di Sarawak Kuarter RUK, Gtin BINA, Pejabat Pos dan Kuarter Kejuruan (KTK). Untuk pengaliphan dalam talian, bil. ini adalah 'Reprint' di Sarawak Kuarter RUK, Gtin BINA, Pejabat Pos dan Kuarter Kejuruan (KTK). Untuk pengaliphan dalam talian, bil. ini adalah 'Reprint' di Sarawak Kuarter RUK, Gtin BINA, Pejabat Pos dan Kuarter Kejuruan (KTK).			
PENJAJARAN			
BUZKAN	AMALAN (RM)	GST (RM)	Jumlah (RM)
CAJ PENGUNCIAN AIR	41.77	0.00 (0%)	41.77
CAJ PENGUNCIAN	0.00	0.00 (0%)	0.00
CAJ SEWA METER	0.00	0.00 (0%)	0.00
PULSAKON	0.00	0.00	0.00
SURSAI KERANJAN SARAWAK	0.00	0.00	0.00
BANTUAN KHAS COVID-19	0.00	0.00	0.00
DAK BERSI	0.00	0.00	0.00
Jumlah	41.77	0.00	41.77
PENGUNCIAN			41.77
CAJ TAMBAH			0.00
PENGUNCIAN			41.77
Jumlah PERLU DIBAYAR (RM)			41.77

PIHAK BERJALAN BERJALAN AIR KUCHING

NO. INV. CUKAI 240305219031903

KOD AKAUN 01030521903

KOD P/B 01030521903

KOD METER 01030521903

TEMPOR MAC

TAMBAH BIL 25/03/2024

PENGUNCIAN 4.00

CAJ TAMBAH 0.00

Jumlah PERLU DIBAYAR 41.77

Jumlah PERLU DIBAYAR 41.77



# Water Supply Online Services

## ❖ Water Bill Presentment & Payment



**Favourite Biller**

**Water Bill**  
Department of Rural Water Supply Sarawak

Account No: 01030521903  
Account Name: [REDACTED]  
Nickname: JBALB

**Amount Due: RM 0.00**  
Last Updated: 13/05/2024 01:28 PM

**Make Payment**

**Pay Bills**

**Bill Details**

Agency: Department of Rural Water Supply Sarawak

Bill Type: Water Bill

Account No.: 01030521903

Bill No.: 010305219032403M

Owner Name: [REDACTED]

Bill Date: 25-03-2024

Bill Amount (RM): 36.75

Total Amount Due (RM): 0.00

Total Payment (RM): 0.00

Minimum payment is RM 5.00 and Maximum payment is RM 5,000.00

**Usage Pattern**

Nickname: JBALB  
Account No.: 01030521903  
Meter Serial No.: JBAS21A002119S  
Address: S/L29(8074)SAMARIANG AMAN 2, PLOT 4,PH.5,OFF JALAN SULTAN TENGAH,KUCHING.

**Monthly Water Consumption (In '000 Litres)**  
For Account No. 01030521903

Month	Consumption (In '000 Litres)
Jan	18
Feb	10
Mar	68
Apr	0
May	0
Jun	0
Jul	0
Aug	0
Sep	0
Oct	0
Nov	0
Dec	0

# Contact Us



24-hour Customer Service: **082-262211**



Official Website: [jbalb.sarawak.gov.my](http://jbalb.sarawak.gov.my)



Facebook: JBALB SARAWAK

Instagram & Youtube: @jbalbsarawak



**JABATAN BEKALAN AIR LUAR BANDAR SARAWAK**

*Safe Reliable Water*