

WHERE SHOULD I INFORM IF THE WATER SUPPLY IS INTERRUPTED AT HOME?

Please contact JBALB Call Centre (082-262211) or JBALB Divisional Office for further action.

WHERE SHOULD TO REQUEST RELOCATION/REPOSITION OF THE WATER METER DUE TO RENOVATION, ROAD WIDENING, EXTENSION ETC?.

- You may go to any Service Sarawak Counters or JBALB Divisional Office
- Bring along letter of request from owner and the locality plan.

HOW TO REQUEST FOR WATER SUPPLY TANKER DELIVERY?

- If areas without pipelines, you can request to Jabatan Kebajikan Masyarakat Sarawak (JKMS).
- If areas under JBALB, please provide particular details as below:
 - Letter of Request
 - Name
 - Address
 - Reason for request

Safe Reliable Water



DEPARTMENT OF RURAL WATER SUPPLY SARAWAK

FREQUENTLY ASKED QUESTIONS (FAQS) ON WATER ISSUES

 Call Centre JBALB : 082-262211

 <https://jbalb.sarawak.gov.my>

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FREQUENTLY ASKED QUESTIONS ON WATER ISSUES



CAN AN APPLICATION FOR A NEW ACCOUNT BE DONE WITH AN OUTSTANDING BILL FROM AN EXISTING WATER BILL ACCOUNT?

No. Please settle the outstanding bill from an existing account before applying for a new water bill account



HOW TO REQUEST WATER BILLS COPY?

- You may go to any Service Sarawak Counters or JBALB Divisional Office.
- Please provide water bill account details.



HOW TO CHECK CURRENT WATER BILLS?

- Go to any Service Sarawak Counters or JBALB Divisional Office.
- You can also check online through Service Sarawak app or Pay Bills Sarawak website



WHAT SHOULD WE DO IF WE DID NOT RECEIVE JBALB WATER BILL?

If you do not receive your water bill for more than one month, please report the issue to JBALB Divisional Office.



WHAT SHOULD WE DO IF THE WATER BILL IS TOO HIGH?

- Check if your water meter is functioning well.
- Check for any possible leakage in your home's piping system.
- Contact JBALB Divisional Office and bring along your water bill and latest water meter reading.



WHERE SHOULD I COMPLAIN ABOUT A PIPE BURST OR SUSPECTED LEAKAGE?

Please contact JBALB Call Centre (082-262211) or JBALB Divisional Office for further action.



WHO IS RESPONSIBLE FOR MAINTAINING THE PIPELINE AFTER THE WATER METER?

Since it is out of JBALB jurisdiction, you as the owner, would be responsible to maintain the pipeline after water meter.



WHAT SHOULD WE DO IF WE RECEIVE THE WATER SUPPLY'S TERMINATION NOTICE?

Check the latest payment update of your water bills. Bring the proof of payment and report the issue to JBALB Divisional Office.



WHAT SHOULD WE DO IF THE WATER METER GOES MISSING?

- Lodge a police report for the missing water meter and send a copy of the police report to JBALB Divisional Office.
- Water Meter will be replaced once the payment of the meter replacement is done.