



WATER SUPPLY ONLINE SERVICES

An Initiative by JBALB SARAWAK and SCSDU



Service Channels

❖ 14 Online Services Available



 service.sarawak.gov.my

 Mobile Application

 Service Centre



Divisional Office

Water Supply Online Services



Application for
New Water Supply
Connection

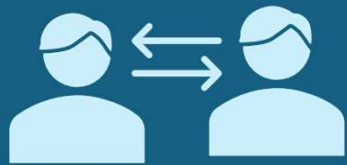


Application for
Disconnection of
Water Supply
(Permanent/
Temporary)



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 Jurugagas 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 Jurugagas Paip Berlesen:		Lesen No :		Tarikh Lesen Luput :
(Name of Licensed Pipe-fitter)		(License No.)		(License Expiry Date)
Tandatangan & Cap (Signature & Chop)		Tarikh (Date)		
B. BUTIR - BUTIR KERJA (Diisi oleh Jurugagas Paip)				
	Jenis (Type)	Saiz (Size)	Kuantiti (Quantity)	
Paip Service (Service Pipe)		mm	m	
Tangki Simpanan (Storage Tank)		Lit	no.	
Sink (Sink)			no.	
Basin (Wash basin)			no.	
Pemancur (Shower)			no.	
Kolah Panjang (Long Bath)			no.	
Pemanas 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 :				
Jumlah RM:				
Jenis kerja	Saiz	Kuantiti	Kadar (RM)	Harga (RM)
Paip hubungan	mm	m		
Femle	mm	no.		
Saddle	mm	no.		
Tambahan potong jalan				
% Caj servis				
*Disokong / Tidak disokong :				
Pemeriksa / Tarikh				
*Dilulus / Tidak dilulus :				
Jurutera / Tarikh				
Pengesahan kerja siap pada				
Pegawai yang menjaga :				
(PT/JTK/JT)(Tandatangan & Tarikh)				
Jurutera (Tandatangan & Tarikh)				



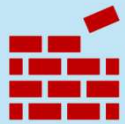
Water Supply Online Services

- 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



Kiosk



Mobile app



Mobile app

Water Supply Online Services

❖ Water Bill Presentment & Payment

➤ Online payment channels:

PAYBILLS



paybills.sarawak.gov.my

Water Supply Online Services

❖ Water Bill Presentment & Payment

➤ Digital copies of bill available on:





service.sarawak.gov.my



Mobile app

Water Supply Online Services

❖ Water Bill Presentment & Payment



Home > Bill Enquiry & Payment

Payment

☐ Payment ☒ Favourite Payment

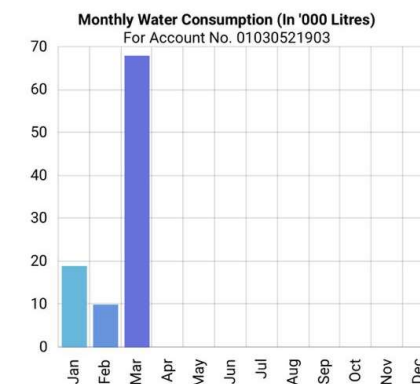
Filter by

No.	Account Ref.	Details	Nickname
1	01030521903	Water Bill Department of Rural Water Supply Sarawak Total Amount Due (RM) 0.00 Last update at 13-05-2024 22:49:21	<div>Pay</div> <div>View Usage</div> <div>Show Bill</div>

❖ Water Bill Presentment & Payment

[illegible]

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.



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

Bill Date

25-03-2024

Bill Amount (RM)

36.75

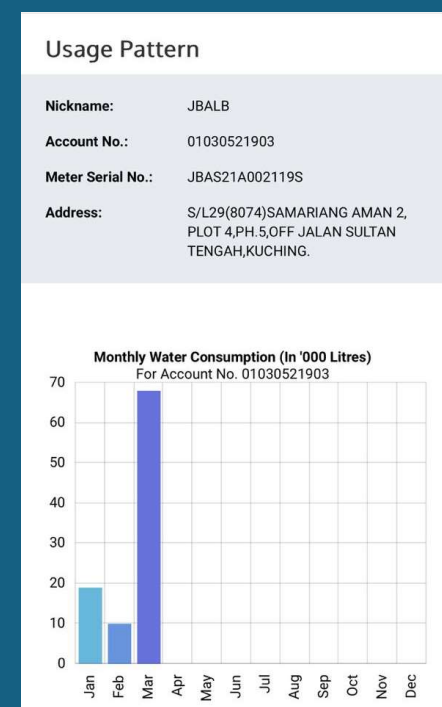
Total Amount Due (RM)

0.00

Total Payment (RM)

0.00

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



Contact Us



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



Official Website: jbalb.sarawak.gov.my



Facebook: JBALB SARAWAK

Instagram & Youtube: @jbalbsarawak



JABATAN BEKALAN AIR LUAR BANDAR SARAWAK

Safe Reliable Water