

FAQs on Migration of Bulk Meter Water Supply Accounts to Individual Meter Water Supply Accounts for Apartment and Condominium

NO	FAQ	ANSWER
1	<p>What is the benefit of 'migration' and is the 'migration' of Bulk Meter to Individual Meter compulsory for the Bulk Meter Water Supply Account Holder?</p>	<p>Migration of Bulk Meter Water Supply Accounts to Individual Meter Water Supply Accounts is an option introduced by SYABAS for the Bulk Meter Water Supply Account Holder, with the purpose to cater for the need of apartments / condominiums unit occupant to enjoy the tiered residential rates of water charges which is lower if consumption is minimal compared to the flat charge of RM 1.38/m³ payable by the Tariff Code 17 – Apartment / Condominium consumer.</p>
2	<p>At present, the Internal Water Distribution System ("IWDS") which includes the pump house is being operated and maintained by the Management Company. Upon the 'migration', will SYABAS be responsible towards the operations and maintenance of the IWDS?</p>	<p>Based on the approved Guidelines, SYABAS is only responsible to read the meter, bill and deliver the bill to the account holders. The operations and maintenance of the IWDS remains with the Bulk Meter Water Supply Account Holder i.e Management Company / Management Corporation / Resident Association / Other Relevant Parties.</p>
3	<p>If Shop Apartment i.e:</p> <p>Ground Floor - Shop 1st and 2nd Floor - Office 3rd Floor - Domestic</p> <p>Or</p> <p>Ground Floor - Shop</p>	<p>'Migration' is specifically introduced for the Tariff Code 17 and 18 account holders.</p> <p>However, with the introduction of the migration Jabatan Kawalselia Air Selangor ("JKAS") has also approved the introduction of the Terms & Conditions attached to all application type and as such different combination of bulk & sub meter arrangement can be considered for approval.</p>

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	<p>The rest of the Floor - Domestic</p> <p>Is this type of apartment eligible for migration?</p>	<p>As for the cases of Shop Apartments / Shop Houses, the consumer should be charged accordingly to the approved usage based on the initial application.</p>
4	<p>It is impossible to get all 100% unit owners to apply for individual water meter application. Is there any exception?</p>	<p>One of the Term and Condition for 'Migration' is that application for the individual meters must be received by the Water Supplier from all the owners (100%) if the individual units together with the new deposits through the Bulk Meter Water Supply Account Holder. However, there are a few exceptions as provided in the Guidelines for cases where 100% applications could not be received which are as follows:</p> <ul style="list-style-type: none"> a) Owner is abroad/not in the country; b) Owner deceased/changing of ownership of the property; c) Property under auction; d) Unsold units; and e) Premise is vacant or such other situation which is acceptable to the Water Supplier.
5	<p>If after the migration, there is water supply disruption to the individual consumer in the apartment/condominium due to the internal leakage or problems with the Main Water Tank, who is responsible to remedy the situation?</p>	<p>The Bulk Meter Water Supply Account Holder is responsible for the maintenance of the Internal Water Distribution System. Accordingly, it is the responsibility of the Bulk Meter Water Supply Account Holder to rectify any pipe leakage or Main Water Tank problems. However, if the rectification is not being attended to within 4 hours from the time of water disruption, SYABAS will perform the necessary rectification works and bill</p>

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		the cost of rectification works performed to the Bulk Meter Water Supply Account Holder.
6.	Upon submission of the completed application forms, how long will it take to complete the 'migration' process?	Upon submission of the completed application forms, SYABAS will reconcile the consumer information, amount of deposit received and the number of applications with the number of units. If there are discrepancies, SYABAS will notify the Bulk Meter Water Supply Account Holder within one (1) week to remedy the discrepancies. However, if all applications are in order and there are no arrears outstanding, the 'migration' process could be completed within three (3) weeks after the application form have been returned.
7.	Who is responsible for the payment of water bill for water supplied to the common area (swimming pool, club house, etc.)?	The Bulk Meter Water Supply Account Holder is responsible for the payment to the common area inclusive of the Hydrant. The amount billed is the difference between the Bulk Meter and Individual Meters read excluding the Hydrant meter which is separately billed.
8.	If the Management Company/Management Corporation/Resident Association/Other Relevant Parties failed to settle the water bill for the common areas, will the Bulk Meter that supply water to the condominium be disconnected? If so, the water supply to the individual unit owner will be affected.	With the migration, the consumption and bill to the Management Company/Management Corporation/Resident Association/Other Relevant Parties is expected to reduce substantially. With this reduction, it is expected that there would not be any arrears. As provided in the Guidelines, the right to disconnect water supply to any accounts with arrears remain with SYABAS. The account holder of the individual

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		meter (condominium unit occupant) has been made aware of that in the Terms and Conditions for water supply to individual meters through Bulk Meter.
9.	<p>Can the individual unit owner of an apartment/condominium apply for individual water supply account:</p> <ul style="list-style-type: none"> i) Without the consent of the Bulk Meter Water Supply Account Holder? ii) Without going through the Bulk Meter Account Holder? 	No, all application for individual water supply account has to be applied through the Bulk Meter Water Supply Account Holder.
10	Can the current arrears of the Bulk Meter account be transferred to the new Bulk Meter account that will be opened upon approval for the application for 'migration'?	No, all existing arrears must be settled prior to submission for 'migration' application approval.
11	The apartment/condominium owners have paid the water deposit to the Bulk Meter Water Supply Account Holder previously. Can the deposit for new individual water supply account be set off against from the existing Bulk Meter Water Supply Account deposit?	Each individual application must have its own deposit payment. However, if the Bulk Meter Water Supply Account Holder consented for new individual water supply accounts deposit to be contra from the existing deposit, SYABAS may proceed to accept the application. The amount to be set off must be sufficient. If insufficient, the individual owner or Bulk Meter Water Supply Account Holder must bear the difference. We do not encourage such set off as it may delay the approval process.

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12	If there is a leakage in one of the premise, who is responsible to repair?	If the leakage is in any of the premise, the unit owner is responsible to rectify it immediately. If the leakage is not being rectified, the unit owner will be receiving high water bill.
13	Is 'migration' applicable for new condominiums / apartments development?	No. 'Migration' is a process that provides the issuance of direct billing from Water Supplier to the Individual Meter whereby the water supply to consumer is being supplied to the Individual Meter through the Bulk Meter registered under the name of the existing Management Company / Management Corporation / Resident Association and Other Relevant Parties. As for the new condominiums / apartments development area, the consumer will be provided with the direct billing services automatically upon the Water Supply Application forwarded to the Water Supplier.
14	What about commercial units in a commercial park that is currently supply vide Bulk Meter?	The procedures are the same except that the commercial units would be billed at Tariff Code 11 – Industrial / Commercial.
15	As example; an apartment consists of 100 units where 10 units are being unsold / vacant. If the Water Supplier has decided to approve the 'migration' application for the existing 90 units, what is the water supply accounts applications procedure for the balance units after it is being sold?	In this situation, where the Water Supplier has approved the 'migration' application for the 90 units, the consumer through the Management Company is required to apply for the water supply accounts directly to the Water Supplier upon the sale and ownership of the 10 units, the new owners are required to

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		forward the application of water supply accounts, together with the necessary documents to SYABAS.
16	How much is the cost of deposit for the new water supply application needed to be paid to the Water Supplier? and If the payment of water deposit are in terms of cheque, is it acceptable by the Water Supplier?	The consumer is required to pay a deposit amount of RM 100.00 and additional payment of Installation Fees / Meter Testing of RM 30.00 to the Water Supplier together with the application forms. Payment of deposit should be forwarded in terms of cash or bank draft only.
17	As for Government Quarters, upon the Warden / Penghulu / Ketua for the quarters has completed the Migration Request Form (SYA/M3/1) and Meter Information cum Checklist Form (SYA/M4/1) what is the submission procedure of the 'migration' application?	The Warden / Penghulu / Ketua for the Quarters need to forward the 'migration' application and the deposit payment to the Kementerian / Jabatan, who is the current bulk meter account holder of the water supply account and shall continue to be the Bulk Water Meter Account Holder. The Kementerian / Jabatan will be responsible to forward the 'migration' application to the Water Supplier.
18	'Migration' will benefit the residents of condominium / apartment to enjoy a lower tariff rates, however, in the event that a Management Company / Management Corporation / Resident Association / Other Relevant Parties does not agree to 'migration', is there any enactment / legal stipulation to	At the moment, there is no enactment / legal stipulation set to support the resident of condominium / apartment if a Management Company / Management Corporation / Resident Association / Other Relevant Parties does not agree to 'migration'. However, with the introduction of the Joint

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	support the residents of condominium / apartment?	Management Body, the residents should be able to pressure the Management Company / Developer for the 'migration' as the Body shall comprise the developer and purchasers / owners which have the duties and powers to enforce house rules for the proper maintenance and management of the building.