

Migration of Bulk meter water supply account to Individual meter water supply account

F.A.Q

1. PARCEL METER

Every parcel owner of high-rise residential building or Gated community shall apply for a parcel meter to a water distribution licensee and open a parcel meter account with the water distribution license through the Management.

The existing parcel owner whose water supply had been read and charged through a bulk meter based on the appropriate rates for water supply services, shall apply for parcel meter to a water distribution licensee and open a parcel meter account with the water distribution licensee through the Management who shall submit the application to Migration Section, Pengurusan Air Selangor which based at Headquarters.

Effective 1 February 2014, the Migration of Bulk meter to Individual meter water supply account has been made mandatory by the Federal Government in accordance to the Rules of Water Services Industry (Water Reticulation and Plumbing) 2014.

Any person who fails to comply with the rules “Water Services Industry (Water Reticulation and Plumbing) Rules 2014” is committing an offence and shall, upon conviction, be fined not exceeding ten thousand ringgits.

For further information, please visit SPAN’s website at www.span.gov.my

2. APPLICABLE WATER TARIFF CODES FOR MIGRATION

NO	BULK METER	TYPE	TARIFF (RM/SEN) (Per Meter Cube)
1.	17	Apartment/Condominium	RM2.09 (Flat Rate)
2.	18	Low Cost Flat	RM1.18 (Flat Rate)
3.	21	Government Quarters	RM2.09 (Flat Rate)
4.	11	Service Apartment	RM3.51 (0m ³ to 35m ³)
			RM3.83 (Exceed 35m ³)

3. FREQUENTLY ASKED QUESTIONS (FAQs)

a) What is the benefit of this meter migration program?

The **Meter Migration Program** offers several key benefits to individual unit owners in apartments or condominiums:

1. **Lower Water Tariffs – Access to 3-Tiered Domestic Rates (Code 10):**
After migration, individual unit owners are charged under **Code 10** (residential/landed property rates), which is significantly **cheaper** than bulk meter rates.

The Code 10 tariff structure is as follows:

Usage	Rate (RM/m ³)	Minimum Charge
0 – 20 m ³	RM0.65	
21 – 35 m ³	RM1.62	RM6.50
Above 35 m ³	RM3.51	

Compared to bulk meter rate:

- **Code 17 (Condo/Apartment):** RM2.09/m³
- **Code 18 (Low-Cost Flats):** RM1.18/m³
- **Code 21 (Gov't Quarters):** RM2.09/m³
- **Code 11 (Service Apartment):** Rm3.51 (0m³ to 35m³) / RM3.83 (Exceed 35m³)

2. **Individual Accountability and Payment:**

Residents will **pay their water bills directly to Pengurusan Air Selangor**, which:

- Ensures **greater transparency and control** over individual water usage and billing.
- **Protects individual unit owners** from being penalized or disconnected due to **non-payment by other units** under the same bulk account.

3. **Disconnection Note:**

While individual meters ensure fairness, the **bulk meter** will still exist. If the **JMB/MC fails to pay the bulk meter bill**, the **water supply to common facilities** may be **disconnected**.

b) At present, the Internal Water Distribution System (“IWDS”) which includes the pump house, the storage tank and the distribution pipes up to the individual meters is being operated and maintained by Management Corporation (MC) or Joint Management Body (JMB) or Government Agencies. After the Migration process will Pengurusan Air Selangor be responsible towards the operation and maintenance if the IWDS?

No. After the migration, Pengurusan Air Selangor is not responsible for the operation or maintenance of the Internal Water Distribution System (IWDS).

The IWDS, which includes the pump house, storage tanks, and distribution piping up to the individual meters, will continue to be **operated and maintained** by the Bulk Meter Water Supply Account Holder, which is the Joint Management Body (JMB), Management Corporation (MC), or relevant government agency.

Pengurusan Air Selangor’s responsibility is limited to:

- **Reading the individual meters**
- **Issuing bills**
- **Delivering the bills to individual account holders**

For further technical reference, please refer to **Attachment A**.

c) If after the migration, there is water supply disruption to the individual consumer the apartment/condominium due to the internal pipe leakage or problems with the water tank, who is responsible to remedy the situation?

The Bulk Meter Water Supply Account Holder — the Joint Management Body (JMB) or Management Corporation (MC) — is **solely responsible** for the maintenance and operation of the Internal Water Distribution System (IWDS).

- This includes:
 - **Repairing internal pipe leakages**
 - **Maintaining or fixing water tanks**
 - **Restoring water supply** to the affected individual units within the building

Pengurusan Air Selangor is **not responsible** for issues within the IWDS after the migration process.

d) Who is responsible for the payment of water bill for water supplied to the common area (Swimming pool, garden tap, refuse chamber, club house, etc.)?

The Bulk Meter Water Supply Account Holder — the Joint Management Body (JMB) or Management Corporation (MC) — is **responsible** for the **payment of water used in all common areas**, including:

- Swimming pool
- Garden taps
- Refuse chamber
- Clubhouse
- Fire hydrants and other shared facilities

This is because the **difference between the bulk meter reading and the total of all individual meter readings** is attributed to common area usage and is billed to the JMB/MC. JMB/MC usually pays this bill using the maintenance charges collected from parcel/unit owners.

e) If the Joint Management Body (JMB) / Management Corporation (MC) fails to settle the water bill for Bulk meter and common areas, will the bulk meter supplying water to the condominium be disconnected? If so, will the water supply the individual unit owner be affected?

Yes, if the JMB/MC fails to settle the water bill for the Bulk Meter, Pengurusan Air Selangor reserves the right to disconnect the water supply to the bulk meter under Section 89, Water Services Industry Act 2006.

- This will result in **disruption of the water supply to all individual units**, even if individual account holders have paid their own bills in full.
- This is because the **bulk meter feeds the internal water distribution system (IWDS)** that serves every unit within the condominium or apartment.

Although the meter migration program is designed to reduce the JMB/MC's water bill significantly—since they are only billed for the **difference between the bulk meter reading and the total of individual meter readings**—it remains the responsibility of the JMB/MC to ensure timely payment.

♦ **Important Note:** Individual account holders are **informed of this condition** in terms **and conditions** for individual meter installation through bulk meter systems.

f) Can the individual unit owner of an apartment/condominium apply for an individual water supply account without going through the Bulk meter Account Holder?

No, individual unit owners **cannot apply directly** for an individual water supply account.

- All applications **must be submitted through the Bulk Meter Water Supply Account Holder**, which is the Joint Management Body (JMB) or Management Corporation (MC).
- The JMB/MC is responsible for coordinating and submitting the complete application to **Pengurusan Air Selangor** on behalf of the unit owners.

g) 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, the current arrears from the existing Bulk Meter account cannot be transferred to the new Bulk Meter account.

- Under the Water Services Industry (Water Reticulation and Plumbing) Rules 2014, the Joint Management Body (JMB) or Management Corporation (MC) is **required to settle any outstanding amounts** on the existing Bulk Meter account – either **in full or through instalments**, as agreed with Pengurusan Air Selangor.
- However, the settlement terms for the outstanding arrears may be **negotiated on a case-by-case basis** with Pengurusan Air Selangor **before approval for migration is granted**

h) The individual unit owners have paid the water meter deposit to the Bulk meter Water Supply Account Holder previously. Can the deposit for the new individual water supply account be off set against the existing Bulk meter Water Supply Account deposit?

No, the deposit for each **individual water supply account cannot be offset** against the existing bulk meter deposit.

- Each individual unit owner is **required to pay a new deposit** when applying for their individual account with **Pengurusan Air Selangor**.

- The **deposit previously paid to the Bulk Meter Water Supply Account Holder** will be **refunded** to the account holder **once the migration process is completed**.
- i) **If there is a leakage in one of the individual units, who is responsible for repairing?**
- If the leakage is in any of the individual units, the unit owner is responsible for rectifying it. If the leakage is not being rectified, the unit owner will be receiving high water bill.
- j) **What is the submission procedure of the migration application for Warden / Penghulu / Ketua of Government Quarters upon the completion of the Migration Request Form (AIS/M1/1) and meter information cum Checklist Form (AIS/M2/1)?**
- The same procedures apply where the bulk meter account holder shall be responsible for the submission of application.
- k) **What is the cost involved for the application?**

There are **two types of costs** involved in the meter migration process:

1. **Cost of Modification Work (Infrastructure Adjustment)**
 - This includes the **modification of the meter stand** to comply with Pengurusan Air Selangor's technical specifications.
 - As stipulated under the Water Services Industry (Water Reticulation and Plumbing) Rules 2014, this cost must be borne by the building's Management, i.e., the Joint Management Body (JMB) or Management Corporation (MC).
 2. **Cost to Open an Account with Pengurusan Air Selangor**
Each individual unit owner (consumer) will bear this cost, which includes:
 - **Deposit** (varies based on property type)
 - **New Connection Fee**
 - **Stamping Fee**
 - **Processing Fee**
- l) **If an apartment consists of 100 units and only 90 units applied for individual meters, what happens to the balance of 10 units?**
- **Non-compliance with Regulations**

The 10 units that did not apply for individual meters are considered non-compliant with the Water Services Industry (Water Reticulation and Plumbing)

Rules 2014. As a result, they may be subjected to **enforcement measures** by the relevant authority for failing to adhere to the regulatory requirements.

- **Post-Migration Application Option**

Despite missing the initial application window, these non-applicants **may still submit their applications** for individual meters **after the apartment has been migrated**. However, they must:

- Submit the required **application forms** and
- Provide all **relevant supporting documents**
- Route their application **through the Joint Management Body (JMB) or Management Corporation (MC)** to **Pengurusan Air Selangor** for processing

The following table shows the rates to be paid for the meter Migration Application:

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Type	Deposit	New Connection Fee	Stamping Fee	Processing Cost	Total
	RM	RM	RM	RM	RM
Condominium /Apartment	70.00	40.00	20.00	2.08	132.10
Low Cost Flat	50.00	40.00	20.00	2.08	112.10
Government Quarters	70.00	40.00	20.00	2.08	132.10
Common Area (Include Shop lots)	200.00	40.00	20.00	2.08	262.10
Swimming Pool	750.00	40.00	20.00	2.08	812.10
Community Hall	100.00	40.00	20.00	2.08	162.10
Bulk Meter	2,000.00	-	20.00	2.08	2,022.10
Hydrant	200.00	-	20.00	2.08	222.10

Migration Unit can be contacted at: -

Migration Unit, Pengurusan Air Selangor Sdn. Bhd.

Level 4, Tower E, Bangsar Trade Centre

No. 5 Jalan 4/83A, Off Jalan Pantai Baharu,

59200 Kuala Lumpur

E-mail: enquiry.migration@airselangor.com

OFFICER TO BE CONTACTED

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|----------------|----------|---|
| 1. Name | : | MOHD FIRDAUS JAHAYA |
| Phone | : | 03-2088 5159 / 019-2839872 |
| Email | : | firdaus.jahaya@airselangor.com |
| 2. Name | : | ASRIL BIN DJOHARNIS |
| Phone | : | 03-2088 5238 / 019-6690626 |
| Email | : | asril.djoharnis@airselangor.com |

Operating Hours:

Monday to Friday: 8.30 am – 5.30 pm

Lunch Hours:

Monday to Khamis: 1.00 pm – 2.00 pm

Friday: 12.30 pm – 2.30 pm

ATTACHMENT A

