Closing & Refund Document Checklist

Closing and Refund Supporting Documents

A refund request may be applied by the water account owner or an authorised person on behalf of the water account owner. Refer to our common mistakes in refund rejection to avoid any delays in refund processing. The document submission may vary depending on property types such as personal/individual (residential) and company (commercial, religious institutions, government agencies and charitable organisations)

1. Refund of deposit / Refund due to relocation/moving out of premises / The owner of the water account passed away

A) Application under Individual/Personal

Water Account Owner

1. Closing Account Form and Refund of Deposit completed and signed
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of printed Account Number - Attach the first page or page containing the name of water account owner, bank name and bank account number.

On behalf of Water Account Owner

You may apply for a deposit refund on behalf only if the water account owner passed away. If you are applying for a refund on behalf of the deceased, please find below the required documents:

1. Closing Account Form and Refund of Deposit completed and signed
2. Certificate of the deceased Account Holder
3. Grant of Probate Letter / Letter of Administration or;

4. Letter of Undertaking with LHDN duty stamping; and
5. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
6. Copy of printed Account Number - Attach the first page or page containing the applicant's name, bank name and bank account number.

B) Application under Company

Water Account Owner

1. Completed Closing Account Form and Refund of Deposit duly signed by authorised person in the company with official company stamp; AND
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Company Registration Certificate (SSM Cert):
    i) Section 17 (Form 9)/ Section 28 (Form 13) OR,
    ii) Section 58 (Form 49) OR,
    iii) e-INFO/MyDATA SSM OR,
    iv) Form D/ Form E (Enterprise); AND

    Take Note
    The name on the company registration certificate and the water account owner's name must match. In the event that the company's name should change, kindly submit Form 13, which indicates the company's previous name in accordance with the water account's name.

4. Copy of printed Account Number - Attach the first page or page containing the name of the water account owner, bank name and bank account number.

On behalf of the Water Account Owner

1. Completed Closing Account Form and Refund of Deposit duly signed by an authorised person in the company with official company stamp; AND
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of Water Account Owner New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport

4. Company Registration Certificate (SSM Cert):
    i) Section 17 (Form 9)/ Section 28 (Form 13) OR,
    ii) Section 58 (Form 49) OR,
    iii) e-INFO/MyDATA SSM OR,
    iv) Form D/ Form E (Enterprise); AND
    v) Board of Directors (BOD) Resolution; AND
    vi) Form 71/Form 59 – If a company is dissolved (by way of a winding up process or a striking off process).

    Take Note
    The name on the company registration certificate and the water account owner's name must match. In the event the company's name should change, kindly submit Form 13, which indicates the company's previous name in accordance with the water account's name.

5. Copy of printed Account Number - Attach the first page or the page containing the applicant's name, bank name and bank account number.
6. Letter of Undertaking with LHDN duty stamping;

C) Application under the Government

Water Account Owner

1. Completed Closing Account Form and Refund of Deposit duly signed by the authorised person in the company with an official company stamp.
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Certificate of Registration for Cooperative/Charitable Body/Resident Association/Joint Management Body; OR
4. Official Letter from Government Agency/Religious Institution.
5. Copy of printed Account Number - Attach the first page or page containing the name of the water account owner, bank name and bank account number.

On behalf of the Water Account Owner

1. Completed Closing Account Form and Refund of Deposit duly signed by the authorised person in the company with the official company stamp.

2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of Water Account Owner New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
4. Certificate of Registration for Cooperative/Charitable Body/Resident Association/Joint Management Body; OR
5. Official Letter from Government Agency/Religious Institution.
6. Copy of printed Account Number - Attach the first page or page containing the applicant's name, bank name and bank account number.

2. Refund for over-payments

A) Application under Individual/Personal

Water Account Owner

1. Official Letter of Request
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of printed Account Number - Attach the first page or page containing the name of the water account owner, bank name and bank account number.
4. Proof of Payment which includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip
    d) Amount Paid

On behalf of the Water Account Owner

If you are requesting a refund on behalf and the funds are to be returned to the bank account of the account holder, please find below the required documents:

1. Official Letter of Request
2. Copy of Water Account Owner New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of printed Account Number - Attach the first page or page containing the name of the water account owner, bank name and bank account number.
4. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip
    d) Amount Paid

If you are requesting a refund on behalf, but the funds are to be returned to a bank account not owned by the account holder, please find below the required documents:

1. Official Letter of Request
2. Copy of Water Account Owner New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
4. Copy of printed Account Number - Attach the first page or page containing the applicant's name, bank name and bank account number.
5. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip
    d) Amount Paid
6. Letter of Undertaking with LHDN duty stamping;

B) Application under the Company

Water Account Owner

1. Official Letter of Request
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Company Registration Certificate (SSM Cert):
    i) Section 17 (Form 9) / Section 28 (Form 13) OR,
    ii) Section 58 (Form 49) OR,
    iii) e-INFO/MyDATA SSM OR,
    iv) Form D / Form E (Enterprise); AND

    Take Note
    The name on the company registration certificate and the water account owner's name must match. Should the company's name change, kindly submit Form 13, which indicates the company's previous name in accordance with the water account's name.

4. Copy of printed Account Number - Attach the first page or page containing the name of the water account owner, bank name and bank account number.
5. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip

d) Amount Paid

On behalf of the Water Account Owner

If you are requesting a refund on behalf, and the funds are to be returned to the bank account of the account holder, please find below the required documents:

1. Official Letter of Request
2. Copy of Water Account Owner New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
4. Company Registration Certificate (SSM Cert):
    i) Section 17 (Form 9) / Section 28 (Form 13) OR,
    ii) Section 58 (Form 49) OR,
    iii) e-INFO/MyDATA SSM OR,
    iv) Form D / Form E (Enterprise); AND

    Take Note
    The name on the company registration certificate and the water account owner name must match. In the event the company's name should change, kindly submit Form 13, which indicates the company's previous name in accordance with the water account's name.

5. Copy of printed Account Number - Attach the first page or page containing the name of the water account owner, bank name and bank account number.
6. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip
    d) Amount Paid

If you are requesting a refund on behalf, but the funds are to be returned to a bank account not owned by the account holder, please find below the required documents:

1. Official Letter of Request
2. Copy of Water Account Owner New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport

3. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
4. Company Registration Certificate (SSM Cert):
    i) Section 17 (Form 9) / Section 28 (Form 13) OR,
    ii) Section 58 (Form 49) OR,
    iii) e-INFO/MyDATA SSM OR,
    iv) Form D / Form E (Enterprise); AND
    v) Board of Directors (BOD) Resolution; AND
    vi) Form 71 / Form 59 – If the company is dissolved (by way of a winding up process or a striking off process).

    Take Note
    The name on the company registration certificate and the water account owner's name must match. In the event the company's name should change, kindly submit Form 13, which indicates the company's previous name in accordance with the water account's name.
5. Copy of printed Account Number - Attach the first page or page containing the applicant's name, bank name and bank account number.
6. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip
    d) Amount Paid
7. Letter of Undertaking with LHDN duty stamping;

C) Application under the Government

Water Account Owner

1. Official Letter of Request
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Official Letter from the Government Agency/Religious Institution
4. Copy of printed Account Number – Attach the first page or page containing the name of the water account owner, bank name and bank account number.
5. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip

d) Amount Paid

On behalf of the Water Account Owner

If you are requesting a refund on behalf, and the refund is to be debited to the account holder, please find below the required documents:

1. Official Letter of Request
2. Copy of Water Account Owner New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
4. Official Letter from Government Agency / Religious Institution
5. Copy of printed Account Number - Attach the first page or page containing the name of the water account owner, bank name and bank account number.
6. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip
    d) Amount Paid

If you are requesting a refund on behalf, but the refund is to be debited to a bank account not owned by the account holder, please find below the required documents:

1. Official Letter of Request
2. Copy of Water Account Owner New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
4. Official Letter from the Government Agency / Religious Institution
5. Copy of printed Account Number – Attach the first page or page containing the applicant's name, bank name and bank account number.
6. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status

c) Date of payment as shown on the payment slip
d) Amount Paid

7. Letter of Undertaking with LHDN duty stamping;

3. Refund for wrongly paid accounts.

A) Application under Individual/Personal

1. Official Letter of Request
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Copy of printed Account Number - Attach the first page or page containing the name of the water account owner, bank name and bank account number.
4. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip
    d) Amount Paid

B) Application under the Company

1. Official Letter of Request
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Company Registration Certificate (SSM Cert):
    i) Section 17 (Form 9)/ Section 28 (Form 13) OR,
    ii) Section 58 (Form 49) OR,
    iii) e-INFO/MyDATA SSM OR,
    iv) Form D / Form E (Enterprise); AND

    Take Note
    The name on the company registration certificate and the water account owner's name must match. In the event the company's name should change, kindly submit Form 13, which indicates the company's previous name in accordance with the water account's name.

4. Copy of printed Account Number - Attach the first page or page containing the applicant's name, bank name and bank account number.
5. Proof of Payment that includes these details:

a) Water account number
b) Payment Transaction status
c) Date of payment as shown on the payment slip
d) Amount Paid

C) Application under Government

1. Official Letter of Request
2. Copy of Your New MyKad/ MyPR/ MyKAS/ MyTentera ID/ Police ID/ Passport
3. Official Letter from Government Agency / Religious Institution
4. Copy of printed Account Number - Attach the first page or page containing the name of applicant, bank name and bank account number.
5. Proof of Payment that includes these details:
    a) Water account number
    b) Payment Transaction status
    c) Date of payment as shown on the payment slip
    d) Amount Paid