

3.4 If there is a change of ownership of the Consumer's Premises, the Consumer shall be liable to pay the Water Distribution Licensee all charges in respect of the water supply services to the Consumer's Premises accruing up to whichever of the following first occurs—

- (a) on the third working day after the Consumer has given notice of the change of ownership of the Consumer's Premises to the Water Distribution Licensee; or
- (b) on the date on which the subsequent owner, occupier or management body of the Consumer's Premises requests the Water Distribution Licensee to supply water to the premises.

4. PAYMENT OF CONNECTION COST AND WATER SUPPLY SERVICES DEPOSIT

4.1 The Consumer shall pay to the Water Distribution Licensee—

- (a) cost of installing communication pipe to connect public main to the Consumer's Premises and all water fittings for water supply;
- (b) water supply services deposit as prescribed in the First Schedule to the Water Services Industry (Water Services Deposits, Fees and Charges) Regulations 2014 [P.U. (A) 37/2014] before the connection is made and the water is supplied to the Consumer's Premises; and
- (c) additional deposit upon review of the water supply services deposit.

4.2 The deposit paid shall bear no interest upon reimbursement and shall not relieve the Consumer from the liability to settle any outstanding bill for the supply of water provided to the Consumer by the Water Distribution Licensee.

4.3 If the Consumer fails to settle any outstanding bill to the Water Distribution Licensee within thirty days from the date of presentation of the bill and after the expiry of fourteen days period of the disconnection notice given to the Consumer, the Water Distribution Licensee may disconnect the supply of water to the Consumer.

4.4 After the disconnection of supply of water under Clause 4.3, payment for any outstanding bill up to the date when the supply of water is disconnected may be deducted from the deposit.

5. RIGHT TO ENTER CONSUMER'S PREMISES

5.1 The Consumer shall allow the Water Distribution Licensee or any person authorized by the Water Distribution Licensee to enter the Consumer's Premises whenever required to carry out an inspection or any works relating to supply of water to the Consumer's Premises.

5.2 The Water Distribution Licensee shall, except in cases of emergency, give notice of not less than twenty-four hours before entering the Consumer's Premises to carry out the inspection or works relating to supply of water to the Consumer's Premises.

5.3 The Water Distribution Licensee shall give reasonable notice to the Consumer for the purpose of reading a meter located within the boundary of the Consumer's Premises.

5.4 The Consumer shall allow the Water Distribution Licensee or any person authorized by the Water Distribution Licensee to enter the Consumer's Premises in high rise building or gated communi-

ty for the purpose of reading an individual meter.

6. MAINTENANCE OF INTERNAL PIPING SYSTEM

6.1 The Consumer shall be responsible for the care and maintenance of the internal piping system in the Consumer's Premises including the service water pipe and shall bear the cost for the care and maintenance.

6.2 For high rise building and gated community, the Water Distribution Licensee shall be responsible for the care and maintenance up to the bulk meter and is limited to presenting the bill for the reading of the individual meter at the Consumer's Premises.

7. METER

7.1 The Consumer is prohibited from tampering with or causing the tampering of the meter or the sub-meter used to measure the water supplied to the Consumer's Premises.

7.2 If the Water Distribution Licensee finds difficulty in reading the meter in its original location due to any action or obstruction caused by the Consumer, the Water Distribution Licensee may re-locate the meter at the expenses of the Consumer.

7.3 The Consumer shall bear the cost of repairing or replacing any meter that is lost, damaged or destroyed—

- (a) if the meter is located within the boundary of the Consumer's Premises; or
- (b) if the individual meter at the Consumer's Premises is located in a high rise building or gated community.

8. INDEMNITY

Subject to the Water Services Industry Act 2006, the Consumer agrees—

- (a) other than due to any willful act or negligence of the Water Distribution Licensee, its workers, service providers, agents or representatives, to indemnify and keep indemnified the Water Distribution Licensee from and against all claims, actions, damages, court orders, proceedings, expenses and costs (including legal costs on a solicitors and client basis) instituted by a third party (including other consumers) against the Water Distribution Licensee, its workers or agents where the Water Distribution Licensee may become liable due to the execution of this Agreement;

- (b) that the Water Distribution Licensee, its workers, service providers, agents or representatives shall not be responsible or liable to the Consumer for any damages, injury or loss to Consumer's property or life unless such damages, injury or loss is proven to be caused by the willful act, negligence, omission or failure of the Water Distribution Licensee, its workers, service providers, agents or representatives to comply with any safety standards provided under any written laws; and

- (c) that the Water Distribution Licensee is not liable for any cost incurred, loss or damage to things, industry, product, property or life of the Consumer due to unforeseen accident, inconsistent pressure or supply of water, any damage or leakage to the internal piping system, fire or accident that may be caused by the supply of water or use of or misuse not caused by negligence or

willful act of the Water Distribution Licensee, its workers, service providers, agents or representatives.

PART C

OBLIGATIONS OF WATER DISTRIBUTION LICENSEE

9. ISSUANCE AND PRESENTATION OF BILL

9.1 The Water Distribution Licensee shall issue and present the bill for the supply of water or services rendered in connection with the supply of water to the Consumer.

9.2 The Water Distribution Licensee shall give thirty days from the date of presentation of the bill for the Consumer to make payment to the Water Distribution Licensee or any person authorized by the Water Distribution Licensee to collect the payment of bill from the Consumer.

10. READING OF BULK METER AND INDIVIDUAL METER AT HIGH RISE BUILDING AND GATED COMMUNITY

10.1 The provision of this Clause only applicable to a high rise building and gated community.

10.2 The Water Distribution Licensee shall, on the same day, read the bulk meter and the individual meter in a high rise building or gated community based on the following formula:

- (a) read the bulk meter and obtain the reading of the bulk meter (which is referred to as "M1");
- (b) read the individual meter at Consumer's Premises and obtain the reading of the individual meter (which is referred to as "M2"). The water supplied through M2 shall be paid by the consumer who is the holder of the respective individual meter account;
- (c) read the individual meter at common areas and obtain the reading of the individual meter (which is referred to as "M3"). The water supplied through M3 shall be paid by the Consumer who is the holder of the bulk meter account; and
- (d) the difference between M1 with M2 and M3 shall be paid by the Consumer who is the holder of the bulk meter account.

10.3 The owner of any parcel and the management of a high rise building or gated community shall be jointly liable to pay any water bill charges in relation to any common area in accordance with any agreement or arrangement entered into between the parcel owner and the management.

11. RECOVERY OF MONEY DUE

11.1 If the amount due under Clauses 4 and 9 is not paid by the Consumer, the Water Distribution Licensee may recover the outstanding amount through civil action in court or such other means as it deems fit and proper.

11.2 A written statement by an employee of the Water Distribution Licensee and certified accordingly by the Water Distribution Licensee or any person authorized by the Water Distribution Licensee specifying the outstanding amount due shall be prima facie evidence of the payment that has to be made by the Consumer under Clauses 4 and 9.

11.3 The civil action in court or any other means taken by the Water Distribution Licensee to recover the outstanding amount shall not prejudice the Water Distribution Licensee's rights to disconnect the supply of water.

12. DISCONNECTION OF WATER SUPPLY

12.1 The Water Distribution Licensee may disconnect the supply of water to the Consumer's Premises (including the supply through bulk meter or individual meter) by closing the service water pipe, severing the service water pipe, cutting off the supply of water, reducing the supply of water, reducing the pressure of the water supply or taking such other means it deems fit, if the Consumer—

- (a) fails to settle the amount for the—

- (i) water that has been supplied;
- (ii) services that has been provided in connection with supply of water; or
- (iii) deposit required under Clause 4.1(c), within thirty days from the date of presentation of the bill;

- (b) allows or causes supply of water to be drained or conveyed or used outside the Consumer's Premises for purposes other than the purposes of this Agreement, and except for extinguishment of fire;

- (c) misuses or wastes or causes or permits the misuse or waste of any water supplied to the Consumer's Premises;
- (d) after agreeing to use water supplied for a specific use only, uses or causes or permits the water to be used for other purposes, except for extinguishment of fire; or
- (e) contravenes any provisions of the Water Services Industry Act 2006 or the subsidiary legislation made under the Act.

12.2 The Water Distribution Licensee shall not be liable for any damages (including damage to property) suffered by the Consumer or any other persons due to the disconnection of water permitted under the law.

12.3 If the Water Distribution Licensee—

- (a) disconnects the supply of water to the Consumer's Premises; and
- (b) the water is supplied to the Consumer's Premises and other premises wholly or partly through the same service water pipe, the Water Distribution Licensee may disconnect water supply to the other premises if the Consumer is also the occupier of the other premises.

12.4 For a high rise building and gated community, the Water Distribution Licensee may disconnect water supply to the bulk meter due to the circumstances provided in Clause 12.1(a) although there is no outstanding amount on the Consumer's individual meter account.

13. WATER SUPPLY DISCONNECTION NOTICE

13.1 The Water Distribution Licensee shall give a written water supply disconnection notice to the Consumer to remedy or rectify any default or contravention within fourteen days from the receipt of the water supply disconnection notice before the Water Distribution Licensee disconnects the supply of water under Clause 12.

13.2 Any payment required to be made within the

period specified in Clause 13.1 shall be paid through any manner provided by the Water Distribution Licensee.

13.3 The payment shall be accepted by the Water Distribution Licensee before the expiry of the period specified in the water supply disconnection notice.

13.4 The Consumer may submit any proof of payment to the Water Distribution Licensee within the period specified in the water supply disconnection notice.

13.5 If the Consumer fails to remedy or rectify the default or contravention after the expiry of the period specified in the water supply disconnection notice, the Water Distribution Licensee may disconnect the supply of water under Clause 12.

14. RECONNECTION OF WATER SUPPLY

14.1 The Water Distribution Licensee shall, within twenty four hours and in any event not later than two days from the date of full payment of the amount due under Clause 12.1(a), reconnect the supply of water to the Consumer's Premises, provided that the Consumer allows the Water Distribution Licensee to enter to the Consumer's Premises to carry out the reconnection works.

14.2 The Water Distribution Licensee shall be entitled to recover from the Consumer the cost for the disconnection of supply of water and the reconnection of supply of water prescribed in the First Schedule to the Water Services Industry (Water Services Deposits, Fees and Charges) Regulations 2014.

15. REDUCTION OR CESSATION OF WATER SUPPLY

15.1 If the Suruhanjaya Perkhidmatan Air Negara gives an approval, the Water Distribution Licensee may—

- (a) reduce the quantity or pressure of water supplied to the Consumer if by reason of any circumstances beyond its control there is insufficient water to enable the full quantity to be supplied; or
- (b) temporarily cease the supply of water.

15.2 The Water Distribution Licensee shall not be liable for any damage to the Consumer or property for any reduction or cessation of water supply which is—

- (a) approved by the Suruhanjaya Perkhidmatan Air Negara;
- (b) due to circumstances or accident which is not the result of the Water Distribution Licensee own doing or conduct; or
- (c) due to unauthorized connection of equipment or water fittings.

15.3 Unless otherwise exempted or permitted under the Water Services Industry Act 2006 or the subsidiary legislation made under the Act, the Water Distribution Licensee shall take all necessary steps as may be required, including the supply of water by water tankers, to ensure that the Consumer within its water supply distribution area is supplied with water.

16. DISCONNECTION OF WATER SUPPLY ON DIRECTION OF SURUHANJAYA PERKHIDMATAN AIR NEGARA

The Water Distribution Licensee shall have the right to disconnect the supply of water to the Consumer's Premises on the direction of the Suruhanjaya Perkhidmatan Air Negara, if it appears to the Suruhanjaya Perkhidmatan Air Negara that the Consumer's Premises have been used or are about to be used for the commission of an offence under the Water Services Industry Act 2006 or the subsidiary legislation made under the Act or any other written laws or on such other grounds that the Suruhanjaya Perkhidmatan Air Negara deems fit.

17. COLLECTION OF SEWAGE CHARGES BY WATER DISTRIBUTION LICENSEE

The Water Distribution Licensee authorized by a sewerage services licensee to demand, collect and retain all prescribed rates and charges for and on behalf of the sewerage services licensee shall be entitled to recover the outstanding amount through a civil action in court and disconnect supply of water to the Consumer's Premises if the Consumer fails to pay the rates and charges.

18. DEALING WITH CONSUMER

The Water Distribution Licensee has a general obligation—

- (a) to deal with Consumers reasonably; and
- (b) to handle Consumer complaints satisfactorily.

19. CONSUMER'S PERSONAL DATA

19.1 The Water Distribution Licensee shall process the following personal data provided by the Consumer or service providers appointed by the Water Distribution Licensee:

- (a) name, company, or organization of the Consumer;
- (b) identity card number or registration number;
- (c) contact details of the Consumer such as address, telephone number, facsimile number and email address;
- (d) water supply account details; and
- (e) other personal data or data derived from any legal documents provided by the Consumer including sale and purchase agreement, tenancy agreement, letter of administration, grant of probate, power of attorney, birth certificate and death certificate.

(collectively referred to as "Consumer's personal data").

19.2 The Water Distribution Licensee may process the Consumer's personal data for the following purposes:

- (a) to provide water supply services to the Consumer;
- (b) to maintain the water supply system;
- (c) to process water data;
- (d) to read the meter and to issue a water bill to the Consumer and to collect the water supply services charges;
- (e) to maintain customer service database and for provision of any customer services;
- (f) for research purposes including historical and statistical record keeping;
- (g) to meet legal and statutory requirements; and
- (h) to investigate complaints and offences.