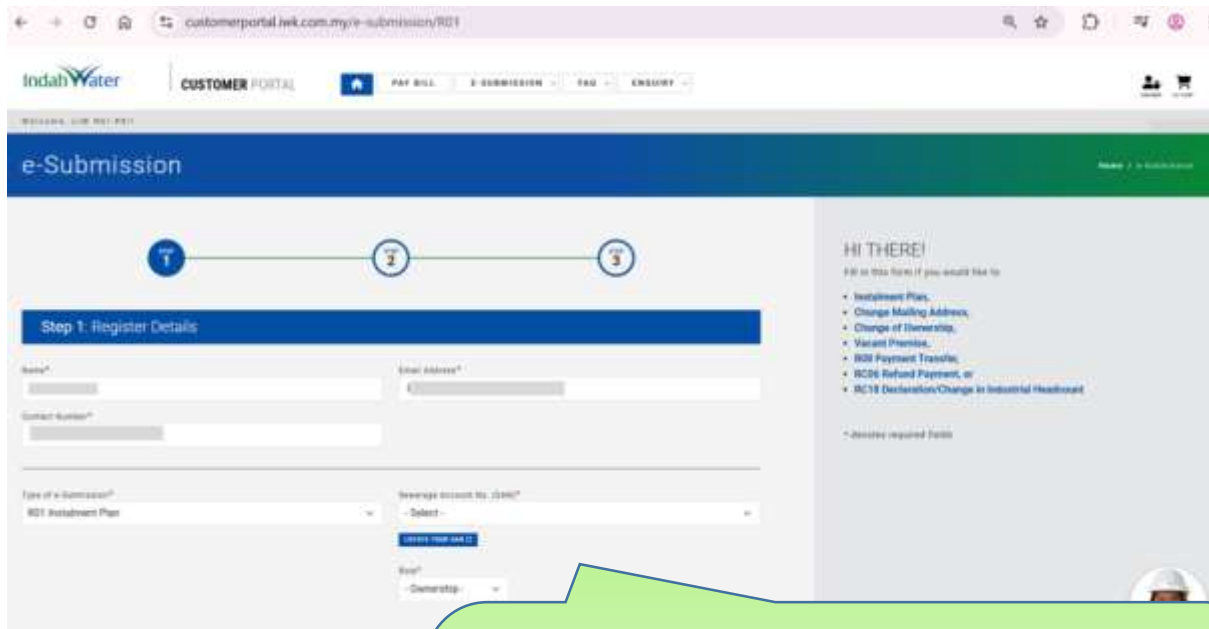
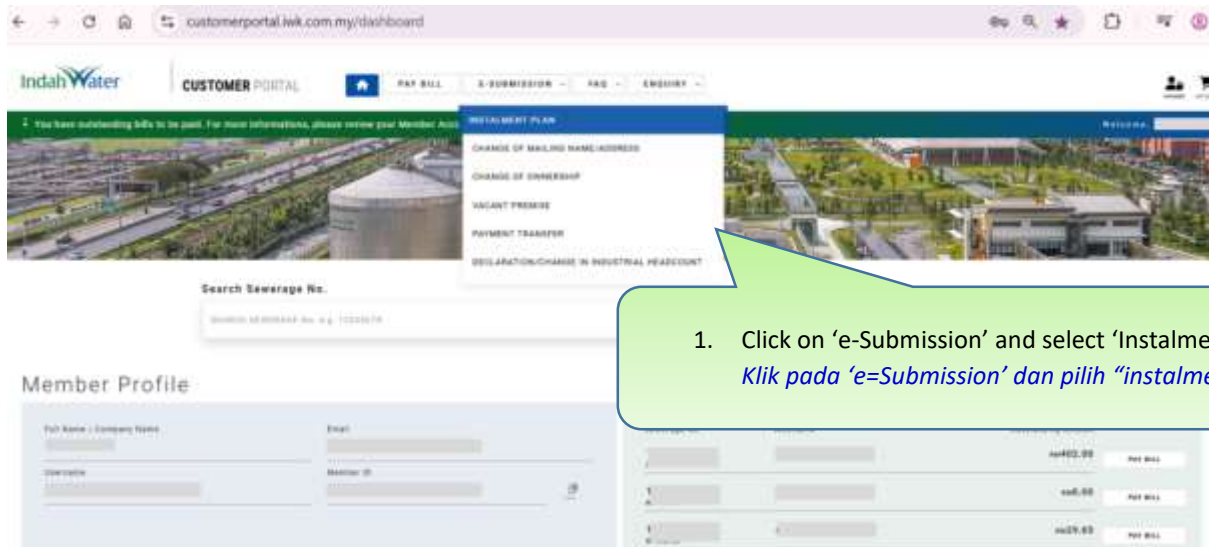


Guide to Instalment Plan

Visit our page at <https://customerportal.iwk.com.my/> and log in using your credentials. If you haven't registered on the Customer Portal yet, please proceed with the registration.

Layari laman sesawang di <https://customerportal.iwk.com.my/> dan terus log masuk dengan kata laluan anda. Pastikan anda sudah berdaftar dalam Portal Pelanggan dan jika belum, sila teruskan dengan pendaftaran Portal Pelanggan.



Guide to Instalment Plan

customerportal.iwk.com.my/e-submission-2

IndahWater CUSTOMER PORTAL

PAY BILL E-SUBMISSION PAY ENQUIRY

e-Submission

Instalment Plan

Total Outstanding: RM 402.00

No of Monthly Instalment: 3 Instalment effective date: 01/05/2025

☐ I hereby seek approval for the instalment plan and consent to the following conditions:

3. Select the number of instalments. The available options are pre-determined based on the total outstanding balance. Click the checkbox to agree to the Terms and Conditions of the Instalment Plan

Klik pada kotak pilihan untuk bersetuju dengan Terma dan Syarat Pelan Ansuran.

CONFIRM REJECT

customerportal.iwk.com.my/e-submission-2

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CONFIRM REJECT

4. A summary will be displayed for your reference, followed by an email sent to your registered email address. Once application is approved, IWK will issue a confirmation letter. *Halaman ringkasan akan dipaparkan untuk rujukan anda, diikuti dengan e-mel yang dihantar ke alamat e-mel berdaftar anda. Setelah permohonan diluluskan, IWK akan mengeluarkan surat pengesahan.*

IMPORTANT

Please note that sewerage fees must be paid promptly within 30 days of the billing date. Instalment Plan applications are subject to approval. However, once approved, it is essential to adhere to the scheduled payment plan; otherwise, IWK reserves the right to cancel the approved instalment plan and demand full payment in a lump sum

PENTING

Sila ambil perhatian bahawa bayaran pementungan mesti dijelaskan dalam tempoh 30 hari dari tarikh bil dikeluarkan. Permohonan Pelan Ansuran adalah tertakluk kepada kelulusan. Namun, setelah diluluskan, adalah penting untuk mematuhi jadual pembayaran yang ditetapkan; jika tidak, IWK berhak membatalkan pelan ansuran yang diluluskan dan menuntut bayaran penuh secara sekaligus.