

Guide to Pay Bill



We made online payment easy for you, with or without login to Customer Portal.
Untuk memudahkan pembayaran secara dalam talian, fungsi ini tersedia sebelum atau selepas log masuk ke Portal Pelanggan.

1. Visit our page at <https://customerportal.iwk.com.my/> and click on 'PAY BILL'
Layari laman sesawang di https://customerportal.iwk.com.my/ dan klik pada 'PAY BIL'.

The screenshot shows the IndahWater Customer Portal homepage. On the left, there's a 'IWK CUSTOMER PORTAL' section with 'WELCOME TO IWK MEMBER PORTAL!' and options to 'LOG IN' or 'LOGIN NOW'. On the right, a large green promotional banner for 'eBil jer!' features a large 'RM 2 REBAT' offer and text in Malay encouraging users to register for e-Bil to get a rebate on their bills. The banner also mentions the offer ends on 30 JUN 2024.

The screenshot shows the 'Pay Bill' page. It has a form where users can enter their sewerage account number. Below the form are two buttons: 'CHECK ACCOUNT BALANCE' (highlighted in blue) and 'RESET'. To the right, there's a 'NOTE:' section with several points about bill payments and account balances.

2. Fill in your sewerage account number and click 'CHECK ACCOUNT BALANCE'
Isikan nombor akaun pembetungan anda dan klik 'CHECK ACCOUNT BALANCE'

Guide to Pay Bill



3. Please ensure that the details are correct before proceeding to making payment. The outstanding balance reflected will match the latest generated bill.
If there have been any adjustments made to your account, the updated amount will not be reflected until the next billing cycle. You may overwrite the amount column before proceeding to click 'PAY NOW'

Sila pastikan butiran yang tertera adalah betul sebelum meneruskan pembayaran. Baki yang tertera adalah berdasarkan bil terkini.

Jika terdapat sebarang pelarasian pada akaun anda, jumlah yang dikemaskini hanya akan dipaparkan di dalam kitaran bil yang seterusnya. Anda boleh menukar jumlah bayaran secara manual sebelum meneruskan dengan klik 'PAY NOW'

Indah Water
CUSTOMER PORTAL
HOME / Pay Bill

Pay Bill

ACCOUNT BALANCE

Sewerage Account No. [REDACTED]
Address [REDACTED]
Amount RM 20.00
Bill Reference No. [REDACTED]

MAKE A PAYMENT

Email [REDACTED]
Contact Number e.g. 0123456789
Malaysia / Singapore / International
+ PAY NOW
+ CHECK OTHER ACCOUNT

4. PAY BILL option is also available after login to Customer Portal at Member Account
You may add in the sewerage account number if it is not listed in the Member Account
To proceed payment, click on the 'PAY BILL' icon

Pilihan 'PAY BIL' juga tersedia selepas log masuk ke Portal Pelanggan di 'Member Account'. Anda boleh tambahkan nombor akaun pembetungan jika ia tidak disenaraikan dalam 'Member Account'. Untuk meneruskan pembayaran, sila klik pada ikon 'PAY BIL'

SEARCH SEWERAGE No. e.g. 12345678

Member Profile

Full Name / Company Name [REDACTED]
Email [REDACTED]
Username [REDACTED]
Member ID [REDACTED]

Member Account

Sewerage No.	Nickname	Outstanding Amount
[REDACTED]	Test Account 3	RM0.00
[REDACTED]	cust	RM0.00

+ PAY BILL

Guide to Pay Bill





The header features the IndahWater logo on the left, followed by a vertical line and the "CUSTOMER PORTAL" text. To the right are four navigation buttons: "PAY BILL" (highlighted in blue), "E-SUBMISSION", "FAQ", and "ENQUIRY". On the far right is a user profile icon.

Welcome, LIM HSI PEI

Manage Sewerage Account

[Home](#) / Manage Sewerage Account

5. PAY BILL option is also available after login to Customer Portal upon viewing all account at 'Manage Sewerage Account'

To proceed payment, click on the 'PAY BILL' icon

Pilihan 'PAY BIL' juga tersedia selepas log masuk ke Portal Pelanggan di 'Member Account' dalam 'Manage Sewerage Account'

Untuk meneruskan pembayaran, sila klik pada ikon 'PAY BIL'

6. Either any of the above selection to 'PAY BILL', it will be routed to eGHL payment gateway

Pilihan dari mana-mana ikon 'PAY BIL' yang ditunjukkan diatas, akan ditujukan ke laman pembayaran eGHL.



Guide to Pay Bill



E eGHL 07/03/2024
To: [REDACTED].com >

Payment Notification (20240307[REDACTED])



8. An e-Receipt will be sent to your registered email address

e-Resit akan dihantar ke alamat emel yang didaftarkan anda

Need Assistance?

Please contact INDAH WATER KONSORTIUM at:
Tel No : +603-2780 1100
Email : care@ihw.com.my