

## WAYS TO SAVE WATER AT HOME

### CHANGE YOUR WATER HABITS!

Our increased water consumption is not only putting a strain on our water resources but also on our individual financial resources. While this is partly as a result of new technology and behaviour such as frequent showering, toilet flush and washing machines, it's combined with negative activities such as leaving a tap running while we brush our teeth or shave, increased and unnecessary use of sprinklers or hosepipes, long power showers, running taps for excessive periods and flushing the toilet to dispose of things like tissues and cotton wool. There are simple things you can do to cut your water use that will save you money. Try the tips given below:-

- Fix dripping taps - they can waste as much as 90 liters of water a day!
- Don't let the tap run while brushing your teeth - you will save almost five liters of water a minute
- Before buying a new water appliance, like a washing machine, check for its water efficiency rating
- Have a shower instead of a bath - they use a third of the water it takes to have a bath (\*this excludes power showers, which uses the same amount of water as a bath)
- Avoid using hoses and sprinklers which can use up to 1,000 liters of water per hour - instead, collect rainwater in water butts and buckets, and then re-use it in the garden

### WATER SAVING EQUIPMENTS CAN HELP!

These are some types of water saving faucets that will be useful to reduce your consumption of water at home.

- Devices filled with water that are placed in your toilet cistern and can save up to three liters of water per flush
- Adaptors for hoses will enable you to control the flow, while using it
- Flow restrictors that are fitted into existing basins and showers, can reduce water wastage by up to 70% whilst enabling a normal flow
- Water saving showerheads that reduce water wastage by up to 70% (six and a half liters per minute compared with 18 to 40 for normal showerheads)
- Water containers for your garden, essentially barrels that collect rain water to use in your garden instead of tap water. Several devices are available, some with devices to prevent overflowing



## CONTACT INFORMATION FOR WATER SUPPLY PROBLEMS AND INQUIRIES

### Water Supply Department, Ministry of Energy, Water and Communications (MEWC)

Telephone: 03 8883 6321 • Website: <http://www.jba.gov.my>

### Federation of Malaysian Consumers Associations (FOMCA)

Telephone: 03 7876 2009 • Website: <http://www.fomca.org.my>

### National Consumer Complaint Center (NCCC)

Telephone: 03 7877 9000 • Website: <http://www.nccc.org.my>

### Perlis Public Works Department

Telephone: 04 976 3573 • E-mail: [ipjkrps@po.jaring.my](mailto:ipjkrps@po.jaring.my)

### Kedah Public Works Department

Telephone: 04 700 6084 • E-mail: [pwd@po.jaring.my](mailto:pwd@po.jaring.my)

### Perbadanan Bekalan Air Pulau Pinang (PBA)

Hotline: 04 509 6 509 • Website: <http://www.pba.com.my>

### Perak Water Board

Telephone: 05 255 1155 or 1 800-88-7788

Website: <http://www.lap.com.my>

### Syarikat Bekalan Air Selangor (SYABAS) : PUSPEL

Toll-Free Helpline: 1-800-88-5252 ; SMS: 39222

Website: <http://www.syabas.com.my>

### Negeri Sembilan Water Supply Department

Telephone: 06 765 9510

### Melaka Water Corporation

Telephone: 06 292 1700 / 283 7266

E-mail: [baharam@malwat.po.my](mailto:baharam@malwat.po.my)

### Pahang Water Supply Department

Telephone: 09 572 1230 • Email : [pengarah@jba.phg.po.my](mailto:pengarah@jba.phg.po.my)

### Air Kelantan Sdn Bhd Pusat Khidmat Pelanggan

Telephone: 09 747 2288 / 744 6398

Website: <http://www.airkelantan.com.my>

### Syarikat Air Terengganu Sdn Bhd - Sistem Aduan Pelanggan

Telephone: 09 620 1103 / 620 1104

Website: <http://www.satuwater.com.my/helpdesk>

### Syarikat Air Johor Holdings (SAJH)

Telephone: 07-2224222 or 1-800-88-7474

Website: <http://www.saj.com.my> or [support@saj.com.my](mailto:support@saj.com.my)

### Kuching Water Board (KWB) / Sibu Water Board (SWB)

KWB Hotline: 082-240069; 240373

SWB Hotline: (60)84-216311

Website: [www.kwb.gov.my/](http://www.kwb.gov.my/) or <http://www.swb.gov.my>

### Sabah Water Department / Labuan Water Supply Department

Telephone: 08 823 2364 / 08 741 4040

Website: <http://www.sabah.gov.my>

**IMMEDIATELY COMPLAIN LEAKAGES,  
DAMAGES AND WATER THEFT!**

# KNOW YOUR WATER BILL



## START SAVING STOP WASTING

**NATIONAL WATER  
CONSERVATION CAMPAIGN**  
JULY 2006 – JUNE 2008



**MINISTRY OF ENERGY, WATER  
AND COMMUNICATIONS (MEWC)**

with



**FEDERATION OF MALAYSIAN  
CONSUMERS ASSOCIATIONS  
(FOMCA)**

## UNDERSTANDING YOUR PATTERN OF WATER CONSUMPTION

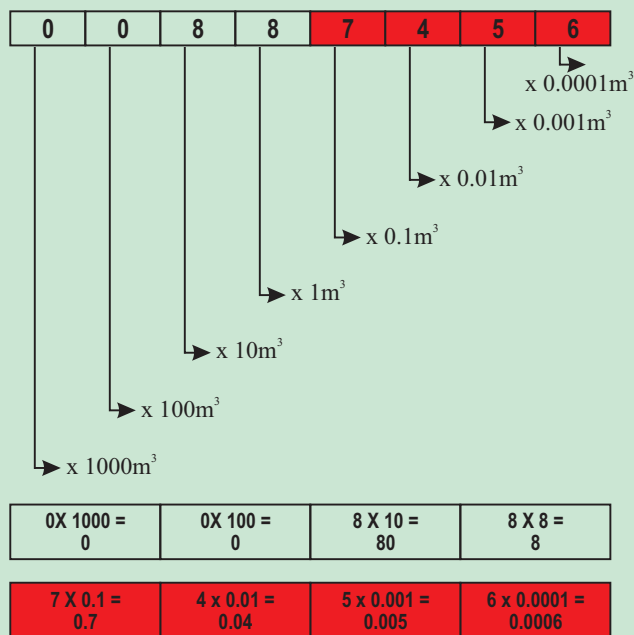
To become a water wise person, you have to first understand your consumption pattern of water. Firstly, make sure that your water meter is in good condition and consistently check the meter to ensure if it shows the accurate reading. Below is an example of the water meter and the calculation of its reading.



**With growing water shortages you need to understand water meters. How do they work, how they could affect your bills and how you can save money by consistently monitoring your water usage through the meter?**

\*The water meter is from Selangor and it may differ in other states.

## TIPS TO READ YOUR WATER METER



**CALCULATIONS:** Your current meter reading shows that you have used a total of 88.7456 m<sup>3</sup> of water and for billing purposes a total of 89 m<sup>3</sup> is used as the nearest cubic meter.

**(A) Current Water Meter Reading**

**(B) Previous Water Meter Reading**

**(I) Meter Registration Number**

**(D) Rate of Consumption**

**(E) Per Unit Charge**

**(F) Code for Charges**

**(C) Type of Reading**

**(G) Current Payment**

**(H) Payment Due Date**

**\* The water bill is from Selangor and it may differ in other states**

Auditing your water bills monthly will ensure accurate billing by the operators, and therefore it encourages deeper understanding of your water consumption pattern. When your consumption is higher than normal, recall the activities which would have contributed to it.

**REMEMBER SAVING WATER IS NOT ONLY SAVING OUR RESOURCES BUT ALSO SAVING MONEY!  
START SAVING, STOP WASTING!**

## STEP BY STEP GUIDE TO UNDERSTAND YOUR WATER BILL

**Step 1:** Identify your current meter reading (A) in your monthly bill. This current meter reading will be the same reading as your water meter at the time when the reading is taken. (Eg: 87 according to the bill)

**NOTE:** If the figure does not tally with your meter reading, it may be due to the reason that it is an estimation bill. This can be clarified by looking at the Code for the Type of Reading (C): N indicates normal reading according to meter and E indicates that the reading is estimated.

**Step 2 :** Identify your previous meter reading (B), which should be the same figure as the current reading on your previous bill (Eg: 78 according to the bill)

**Step 3:** Now, calculate your consumption rate (D) with the formula below:

$$\text{Consumption Rate} = \frac{\text{Current Meter Reading} - \text{Previous Meter Reading}}{\text{Days in the month (30/31)}}$$

**Step 4 :** If you want to know your average daily consumption, use the formula below:

$$\left( \frac{\text{Consumption Rate} \times 1000}{\text{Days in the month (30/31)}} \right) \times \left( \frac{\text{Number of people in the house}}{\text{Number of people in the house}} \right)$$

$\frac{9\text{m}^3 \times 1000}{(30 \text{ days}) \times (2 \text{ people})} = 150 \text{ liters per person per day}$

**Step 5 :** To calculate the current payment amount, firstly you must know the per unit water charges rate in your state (E). Then multiply this rate with the amount of water you have consumed (D). For example below given are the water charges for Selangor:

0-20 cubic meters	RM 0.57
21-30 cubic meters	RM 1.03
More than 30 cubic meters	RM 2.00
Minimum Amount	RM 6.00

If you have used a total of 9m<sup>3</sup> of water then the exact payment amount is 9 x RM0.57 = RM5.13 for the month, which is lower than the minimum amount so, you will be charged the minimum amount of RM 6.

**Step 6:** Now, since you know how to calculate your water charges, conduct a water audit for the next 6 months. If there is any indication of a high increase then re-look at your activities during the month. It might be due to a party held in your house or it was the festive season. If there is no distinct activity, then examine your plumbing system as there might be a leak contributing to the higher water consumption.