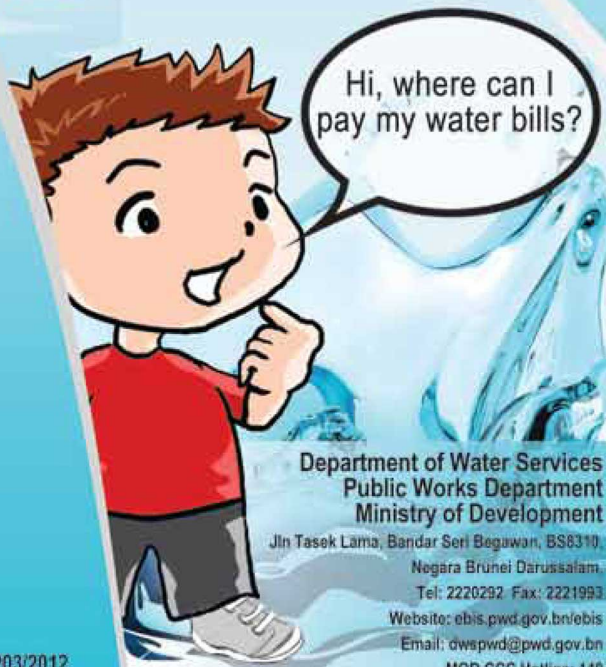




FREQUENTLY ASKED QUESTIONS ON WATER BILLS, ACCOUNT & PAYMENT



Department of Water Services
Public Works Department
Ministry of Development

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BILLING

- Q. I feel that I don't use so much water, but why is my water bill high?**
- A.
 - Your water meter might be faulty. If so, the Department of Water Services will change it free of charge.
 - There might be water leakage(s) within your premises' plumbing system where it needs to be immediately fixed.
 - If there is no faulty meter and no leakages when it is your genuine usage. Therefore, you will need to monitor, check and control your water usage.
- Q. Why is my water consumption quantity and bill being estimated?**
- A. When your water meter is being obstructed by your things example storage, flower pots or gas cylinder (shop houses) or your place is guarded by dogs, this can prevent our meter reader's access to read your water meter. Therefore, your bill is being estimated. The Department advises you to always keep your water meter clear and dogs to be tied or kept inside your compound.

Q. What is the current water tariff ?

Tariff Code	Category	For the first 54.54m ³ per month (l/m ³)	Over 54.54m ³ (l/m ³)
01	Domestic	\$0.11	\$0.44
02	Temporary Supply	\$1.10	\$1.10
03	Light Industry	\$0.66	\$0.66
04	Hotel & Restaurant	\$0.61	\$0.61
05	Shipping	\$1.10	\$1.10
06	Agriculture	\$0.66	\$0.66
07	Tanker Services	\$4.00	\$4.00

Q. I never receive any water bills.

- A.
 - Please make sure post box is available at your house for water bills.
 - There is a possibility that your water meter is not registered with a water account. Please visit our nearest Department offices in your district for registration.

Q. What if I didn't pay my bills or I have a very high outstanding bills?

- A. If payment is inactive, warning letters will be issued and followed by disconnection of your water supply. For very high outstanding bills, installment payment scheme can be arranged.

WATER ACCOUNT

Q. When should I apply a new water account? And how?

- A. For new house, you should apply for a water account as soon as construction works begin. For rented house, you should apply for a water account as soon as you have moved into the house. Please visit our nearest Department offices in your district for registration.

Q. How do I terminate my water account when I vacate the house/premises?

- A. Please visit our nearest Department offices in your district for termination of your water account.

Q. What if I don't terminate my water account?

- A. Since the water account for the address is still attached to your name, any future water usages will still be charged under your water account. Therefore, termination of water account is very important.

PAYMENT

Q. Where can I pay my water bills?

- A. Water bills can be paid at the Department offices stated below:

Location	Opening Hours
Bandar Seri Begawan	Monday - Thursday, Saturday 8.00am - 3.00pm Friday 8.00am - 11.00am
JKR Seria	Monday - Thursday 8.00am - 3.00pm Saturday 8.00am - 11.00am
Tasek Lama	Monday - Thursday, Saturday 8.00am - 3.00pm Friday 8.00am - 11.00am
Jerudong	Monday - Thursday 8.00am - 3.00pm Friday - Saturday 8.00am - 11.00am
JKR Temburong	Monday - Thursday 8.00am - 2.00pm Saturday 8.00am - 10.00am
JKR Kuala Belait JKR Tutong Tutong District Office	Monday - Thursday 8.00am - 3.00pm Saturday 8.00am - 10.00am

You can also pay your water bills at all the post offices.

Q. Can I pay by credit cards?

- A. Yes, only at the Department payment counters. Credit cards accepted are AMEX, Visa & Mastercard. Debit cards issued by Baiduri Bank are also accepted.

Q. Can I pay through banks or online?

- A. Yes, currently the Department has engaged the following banks which provide payment services as shown below:

Payment Channels	BIBD	Baiduri	HSBC	Standard Chartered
Bank Counter	Yes	Yes	N/A	Yes
ATM	Yes*	Yes*	Yes*	Yes*
Cash Deposit Machine	Yes	Yes	N/A	#
Cheque Deposit Machine	Yes	#	Yes*	Yes
Internet Banking	Yes	Yes*	Yes*	Yes*
Phone Banking	N/A	Yes	Yes*	#

* - Restricted to bank account holder only
- Not available immediately

Q. Can I pay by salary deduction?

- A. Yes, but currently the Department only accept salary deduction for government employees.

Q. What should I do if I am approached by strangers claiming to be officers from Department of Water Services to collect direct payments or offering reduction of water bills?

- A. The Department does not accept any on-site payment. Do not pay anything to them or accept any offers from them. You can report this matter to:
 - any of our Department offices mentioned above
 - email us at dwspwd@pwd.gov.bn
 - fax us at 2221993, 2221982

You can also report this matter to the Royal Brunei Police Force and Anti-Corruption Bureau.

Please Use Water Wisely