Since the shifting to the new Cheras house about 5years ago. we have been paying our monthly utilities bills (i.e. water bills). Until 1 & 1/2 year ago, my parents found out that a normal double storey standard household water bill is between RM40-RM80+. Where as, we have been paying RM160 - RM220+ monthly on our water bills. We have been paying double to triple of the amount that our neighbours has been paying. AND when we clarify with Syarikat Bekalan Air Selangor (SYABAS). they confirm that there could be a faulty somewhere. Later on (10mths ago), SYABAS personnel came and did their checks & change the main meter outside our gate to a new one & promise that our water bill will be back to normal & charge a fee for the new installation of the meter.
SYABAS also promise to refund half of what have been paid monthly by us (as we have been paying double for so many years) BUT, it makes no difference on the following monthly bills. Charges are still between RM160+ to RM200++. AND until now they have not refund anything.
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We lodge another complain to SYABAS & they say it could be internal or underground leaking somewhere & we have to engage with their so-called appointed contractor (TAK Enginering Works)
to re-pipe our whole house.
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The SYABAS appointed contractor came & re-pipe our whole house on 28.09.2007 and the charges amount to RM1,000.00. Both SYABAS & TAK assures us that after this new pipping has been fixed, our monthly water bills will come to a regular normal charges as per our neighbours.
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UNFORTUNATELY, the problems still persist! & we want a refund of the RM1,000.00 from the contractor & as well as the refund SYABAS has promise to back-date calculate for us. Estimating SYABAS refunds RM100 per month back-dating up to 5 years is RM6,000.00 PLUS the contractor fee at RM1,000.00.
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We are seeking your help to get our voice across as SYABAS and his contractor are avoiding our complains as we want our problem fix & they are rude. We can't really afford to pay and average RM200 per month just of water bill.