

INTRODUCTION COURSE

CONSUMER MANAGEMENT, TARIFF AND SAVING PRACTICES

brought to you by



MALAYSIAN WATER ACADEMY SDN BHD



MOHD GHAZALI IBRAHIM
FORMER GENERAL MANAGER CUSTOMER SERVICE DIVISION OF RANHIL SAJ

- REGISTERED PROFESSIONAL ENGINEER - BEM MALAYSIA
- SPECIALIZED IN WATER RESOURCES MANAGEMENT, WATER PRODUCTION, WATER DISTRIBUTION AND CUSTOMER SERVICE MANAGEMENT
- INVOLVED IN FORMULATION OF NRW STRATEGY POLICY AND ROADMAP, WATER TARIFF, WATER DEMAND MANAGEMENT AND THE MIGRATION PROCESS OF RSAJ TO SPAN
- INVOLVED IN OVERSEAS PROJECTS IN THE HOLY CITY OF MADINAH DAN MECCA, SAUDI ARABIA IN 2006/2007 AND IN KATHMANDU, NEPAL IN 2011 FOCUSED ON CUSTOMER SERVICE, WATER REVENUE MANAGEMENT AND NRW COMMERCIAL LOSS
- ENGAGED THE EXPERTISE IN PUBLIC PRIVATE PARTNERSHIP PROGRAM WITH THE NATIONAL WATER SUPPLY AND WASTEWATER BOARD OF COLOMBO, SRI LANKA IN 2013/2014 UNDER THE SPONSORSHIP OF THE ASIAN DEVELOPMENT BANK (ADB), MANILA, FOCUSED ON NRW AND CUSTOMER SERVICE MANAGEMENT



KUALA LUMPUR/PUTRAJAYA



20-22 JUNE 2023 | 8.30AM-5PM



BEM CPD APPLIED

OVERVIEW

- WATER IS THE MOST FAMILIAR AND UNQUESTIONABLY IMPORTANT SUBSTANCE IN OUR LIVES. THE GOLDEN AGE OF WATER IN WHICH WATER WAS UNLIMITED, FREE AND SAFE IS RAPIDLY COMING TO AN END.
- WE ARE IN THE MIDDLE OF A WATER CRISIS AND ARE ENTERING A NEW ERA OF WATER SCARCITY.
- THIS PROGRAM COVERED THE BASIC CONCEPT, PRINCIPLES, DEFINITION OF THE WATER SUPPLY MANAGEMENT AND CERTAINS SUB TOPICS SUCH AS WATER DEMAND MANAGEMENT, NON REVENUE WATER, WATER TARIFFS AND CUSTOMER MANAGEMENT.

LEARNING OUTCOME

- TO UNDERSTAND THE WATER SOURCE AND ITS IMPORTANCE
- TO UNDERSTAND THE FUNDAMENTAL OF WATER SUPPLY MANAGEMENT
- TO ELABORATE THE SCOPES AND IMPORTANCE OF WATER DEMAND MANAGEMENT
- TO STUDY THE CONCEPT OF INTEGRATED WATER RESOURCE MANAGEMENT
- TO ELUCIDATE WATER SUPPLY MANAGEMENT TREATMENT POLICIES AND WATER TARIFF

OBJECTIVE

- ACKNOWLEDGE THE IMPORTANCE OF WATER SOURCE
- UNDERSTAND WATER SUPPLY MANAGEMENT FUNDAMENTALLY
- MANAGING WATER DEMAND MANAGEMENT AND UNDERSTAND ITS IMPORTANCE
- ELABORATE THE CONCEPT OF INTEGRATED WATER RESOURCE MANAGEMENT.
- UNDERSTAND WATER SUPPLY MANAGEMENT TREATMENT POLICIES AND WATER TARIFF

TARGET PARTICIPANT

- ENGINEERS
- MANAGERS
- WATER EXECUTIVES



COURSE CONTENT

- **MODULE 1: THE BASIC OF WATER CREATION AND ITS IMPORTANCE**
- **MODULE 2: PHILOSOPHY, PRINCIPLE AND IMPORTANCE OF WATER MANAGEMENT**
- **MODULE 3: WATER MANAGEMENT STRUCTURE AND FRAMEWORK IN JOHOR AND MALAYSIA.**
- **MODULE 4: CONCEPT OF WATER SUPPLY, DEMAND AND CONSUMPTION**
- **MODULE 5: CONCEPT, DEFINITION, SCOPE AND IMPORTANCE OF WATER DEMAND MANAGEMENT**
- **MODULE 6: CONCEPT AND DEFINITION OF INTEGRATED WATER RESOURCE MANAGEMENT**
- **MODULE 7: WATER LOSS AND NON-REVENUE WATER**
- **MODULE 8: WATER DEMAND COMPONENTS AND MANAGEMENT METHODS**
- **MODULE 9: CONSUMER MANAGEMENT AND TREATED WATER SUPPLY POLICIES**
- **MODULE 10: METERING, COST CALCULATION AND BASIC PRINCIPLES OF WATER TARIFF SETTING.**

TENTAVITE PROGRAM

DAY 1		DAY 2		DAY 3	
TIME	PROGRAM	TIME	PROGRAM	TIME	PROGRAM
0830	REGISTRATION	0830	REGISTRATION	0830	REGISTRATION
0900	MODULE 1	0900	MODULE 5	0900	MODULE 9
1045	COFFEE BREAK	1045	COFFEE BREAK	1045	COFFEE BREAK
1130	MODULE 2	1130	MODULE 6	1130	MODULE 10
1300	LUNCH BREAK	1300	LUNCH BREAK	1300	PROGRAM ENDS
1400	MODULE 3	1400	MODULE 7		
1530	MODULE 4	1530	MODULE 8		
1700	PROGRAM ENDS	1700	PROGRAM ENDS		



REGISTRATION FEE

Normal price:-

MWA Member: RM 1900.00/pax

Non-Member: RM 2200.00/pax

early bird price:-

mwa member: RM 1630.00/pax

Non-member: RM 1885.00/pax

*early bird rate only available until 2 weeks before the training program

Discounted price:-

register 2 - 4 pax:

Mwa member: RM 1720.00/pax

non-member: RM 1890.00/pax

Register 5 - 9 pax:

mwa member: RM 1630.00/pax

non-member: RM 1885.00/pax

EMI DAYANA | emi@mwa.org.my
MOHAMMAD FAHRIN | fahrin@mwa.org.my

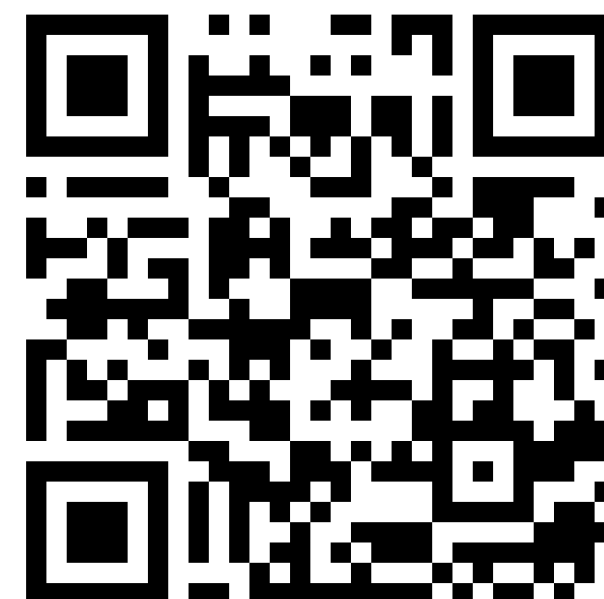
NO.TEL | 03-6201 1457
| 03-6201 1562

Participant Details

Training program: _____

NO	NAME	IC NO	DESIGNATION	EMAIL	PHONE

FOR ONLINE REGISTRATION



Organization Details

Organization Name & Address: _____

Email: _____

Phone: _____

Payment Details

Enclosed herewith my/our full payment, cheque no. _____ of RM _____
issued to **MALAYSIAN WATER ACADEMY SDN BHD Account No: 277 000 23799 (Hong Leong Bank Berhad)**

Authorized Signature

Date & Org. Stamp

TERM & CONDITION

Registration will only be confirmed upon receipt of full payment. Program fee includes refreshments, course materials and certificate.

CANCELLATION

- No cancellation & refund are allowed within five (5) working days from the date of program.
- Substitution of participant(s) is allowed with no additional charge, provided that the Malaysian Water Academy Sdn Bhd (MyWA) is notified in writing of the name & designation of the new participant(s) within five (5) days from the date of program.
- Late and unpaid registration will also be liable for full payment of the registration fee.
- Registered participant is to pay the full training fees amount if failed to inform absentment in five (5) working days from the date of program.

DATA PROTECTION

- Personal data is gathered in accordance with the personal data protection act 2010 (act 709)

DISCLAIMER

MyWA reserves the right to change the venue and facilitator, and to reschedule or cancel the course whenever deemed necessary. We shall inform participants of any changes that may arise. MyWA also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon signing the registration form, you are deemed to have read & accepted the terms & conditions.