

Water subscription cancellation procedures:

If you wish to cancel your water subscription permanently, you should do the following:

Required documents:

- Water bill for the subscription to be canceled.
- A personal identification document for the subscriber.

Note: If you authorize someone else to submit this transaction for you, you must provide it with an official agency or authorized authorization of your signature from the bank.

Place of service:

- Customer service offices.

You must submit the transaction at the branch of your subscription. Please call (5678141) sub-section (2) to confirm which branch you should review.

Procedures:

- When you attend the service office, the employee will export a statement of account for your subscription and calculate all amounts on your subscription until the last invoice issued.
- When you pay the required amounts, the employee will prepare the transaction form for you to sign.
- A staff member will visit you within 48 hours to separate the water meter.
- You will be contacted by the financial department of the company within two weeks to recover the remaining amount of insurance after the financial clearance.