

Procedures for suspension of water subscription

Dear Subscriber, you can suspend your water subscription for a period not exceeding 3 years in case you vacate the property to travel or change the place of residence, and to suspend the subscription to you by the following:

- Pre-subscription water bill for the subscription that will be transferred.
- A personal document proving the subscription owner

Note: If you authorize someone else to submit this transaction for you, you must provide it with an official agency or authorization (certified by 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 the amounts involved in the 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 disconnect or lift the meter.
- If you wish to return the service after suspension within 3 years, a service charge fee of JD10 will be charged and the counter will be reconnected within 24 hours.

Important Notes:

- The period of suspension of the subscription is 3 years maximum, then the subscription is canceled and can only be returned with a new subscription fee.
- If you wish to return the service after suspension within 3 years from the date of submission of the application, a service charge fee of JD10 will be charged and the counter will be returned within 24 hours.