

To: WATER AUTHORITY

43/F Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong
Tel: 2824 5000 Fax: 2802 7333 Website: <http://www.wsd.gov.hk>

**APPLICATION FOR TERMINATION OF CONSUMERSHIP
AND REFUND OF WATER DEPOSIT (Note 1)**

Account No.:			
Service Address:			
Meter No.:	Effective Date of Termination:	(DD-MM-YYYY)	
Meter Reading (if available): (Note 2 and 3)	Date of Meter Reading:	(DD-MM-YYYY)	

← To be completed as
shown in "Bill"

Name of Registered Consumer
(in English & in Block Letters):

Surname First

(in Chinese):

* Identity Card No. / Passport No. /

Business Registration No.:

*Delete where inappropriate.

Day-time Contact Telephone No.:

Mobile Telephone No.:

Fax No./ E-mail Address
(if applicable):

Correspondence Address After
Termination of Account (Note 4)
(in block letters):
(Also used for refund of water
deposit remainder balance by
cheque through the post, if any)
(Note 5)

I/We agree to the use of the meter reading and effective date provided above, subject to the Water Authority's validation, to finalise my/our water account.

The reason(s) of termination of my account is due to:

☐

Moving Out

☐

Cessation of business

☐

Premises demolition

☐

Other reasons (please state)

I/We fully understand and agree to the Water Authority using data collected from me/us for the purpose of or directly related to applying for termination of consumership and refund of water deposit. If I/we do not provide sufficient data, the Water Authority may not be able to process my/our application. I/We agree that these data and other related information may be transferred to other Government bureaux and departments. I/We understand that I/we can request the Departmental Secretary of the Water Supplies Department (WSD) at 48/F, Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong for access to and correction of the personal data. (Note 6)

I/We, being the registered consumer of the account, now request termination of consumership and the refund of the deposit, if any, after offsetting the final account as indicated in the final bill. (Note 5)

Signature of Registered Consumer

(For a company/firm, please fill in the name of the Authorised Representative
and stamped with the company's chop):

Date:

Note

1. This form must be signed by the existing registered consumer or his lawful attorney; in the case where the registered consumer is deceased, the form must be signed by his next-of-kin or the executor/administrator of his estate.
2. You should take meter reading yourself only if it is safe to do so. The Water Authority and the Government of the Hong Kong Special Administrative Region shall not be held responsible for any loss, injury or damage whatsoever caused by the taking of meter reading by yourself or your agent.
3. Registered consumers should submit their applications within 30 days (but not less than 14 days) before the effective date of termination of their consumership. Upon receipt of the application for termination, WSD will arrange taking of the final reading as far as practicable. However, if an actual reading cannot be available at the effective date of termination, an estimated reading based on your previous consumption will be used as the final reading. If registered consumers cannot provide 14 days' advance notice of their termination, they are advised to provide the meter reading taken at the date of filling this application form as far as possible. WSD will make reference to the meter reading in issue of the final bill.
4. e-Bill user will receive the final bill via e-mail.
5. The deposit will be utilised to offset the final account as indicated in the final bill. The refund of water deposit will be processed if there is a credit balance after such offsetting. If the deposit is insufficient to cover the total outstanding water and sewage charges and trade effluent surcharges, a final bill for the balance outstanding will be sent to you for settlement. The remainder of the deposit, if any, will be refunded by a crossed cheque payable to the existing registered consumer.
6. The personal data provided may be disclosed to other Government bureaux, departments and other organizations for the purposes for which the personal data were collected or for a purpose directly related to such purposes.

For official use only	CCID:	Date received:	Processed by:
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