



City of Pasadena -Water Billing
 P.O. Box 1337
 Pasadena, TX 77501-1337
 713.475.5566 – Office
 713.475.4945 – Fax
wbcspasadenatx.gov

FOR OFFICE USE ONLY:

Received _____ (Date in Office)

Employee Initials _____

Service Order Created _____ (Date)

Request to Disconnect Services

Customers are financially responsible for all account charges until the Water Billing Office is notified in writing by the account holder to close the account **(based on Sec. 37-43 of the Code of Ordinances)**.

After the completion of this form, a service order will be generated and scheduled for disconnection. The meter is read and a final bill is generated. Before deciding on a disconnect date, please be aware that we will be out any time during the disconnect day to cut off the meter. If you plan to do any cleaning you may want to schedule the termination of service for the next day.

The deposit, if any, is applied to the final billing. If the deposit exceeds the final bill, a refund will be mailed to the forwarding address separate from the final bill. A 24-hour notice is required for disconnection of service. If you want same day service, a fee of \$25 must be paid in advance.

Name on Account: _____

Your Name (if different from above): _____

Account Number: _____

Service Address: _____

Driver's License #: _____ Contact Number: _____

Email Address: _____

Requested Effective Date (**Required**): ____/____/____ (Monday – Friday*)

* On Fridays, the office closes at 1 PM

Forwarding Information:

Mailing Address: _____

City: _____ State: _____ Zip Code _____

Forwarding Contact Number(s): _____

Customer's Signature

Date Signed

Once form is completed, you can fax, scan & email, mail or drop off in person.