

To: WATER AUTHORITY
43/F Immigration Tower, 7 Gloucester Road, Wan Chai, Hong Kong
Tel: 2824 5000 Fax: 2802 7333 Email: wsinfo@wsd.gov.hk

**APPLICATION FOR TERMINATION OF CONSUMERSHIP
AND REFUND OF WATER DEPOSIT (Note 1 & 2)
FOR FLAT WITH SEPARATE METERS
INSTALLED IN SUBDIVIDED UNITS (SDUs)**

Service Address: _____

Effective Date of Termination (Note 3): _____ (DD/MM/YYYY)

ACCOUNT NO. AND METER DETAILS

Fresh Water Account No. (Note 4)

(input account numbers for the flat and all SDUs separately)

(use a separate sheet if more space is required)

Meter No.

Meter Reading (Note 5)

(all the digits shown in the meter, including preceding and succeeding zeros)

Date of Meter Reading

(DD/MM/YYYY)

(i)	_____	_____	_____	_____
(ii)	_____	_____	_____	_____
(iii)	_____	_____	_____	_____
(iv)	_____	_____	_____	_____
(v)	_____	_____	_____	_____
(vi)	_____	_____	_____	_____

Fresh Water Flushing Account No. (if any)

Meter No.

Meter Reading

Date of Meter Reading

(i)	_____	_____	_____	_____
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Name of Registered Consumer:

(in English & in block letters) _____

Surname First

(in Chinese): _____

* H.K. Identity Card No. / Travel Document No./ Business Registration No.: _____

Contact Telephone No.: _____ Email Address: _____

Correspondence Address After Termination of Account:

(in block letters) _____

(For sending final bill (Note 6) and refund of water deposit balance (if any) by cheque through the post) (Note 7) _____

Remark (if any) : _____

Agreement

- A. 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 accounts.
- B. I/We, being the registered consumer of the accounts, now request termination of consumership and the refund of the deposit, if any, after offsetting any overdue outstanding balance of water accounts associated with the above service address. (Note 7)
- C. 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 8)

Signature of Registered Consumer / Company's Chop

(For a company/firm, please sign by the Authorized Representative and stamped with the company's chop) _____

Date : _____

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

1. This form is applicable to application for termination of the water consumership of a SDUs flat with separate WSD's water meters installed.
2. 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.
3. Registered consumers should submit their applications within 30 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. Registered consumers are encouraged to provide the meter reading taken on the date of filling this application form as far as possible. WSD will make reference to the meter reading in issuing the final bill.
4. Please provide water account number of **each** SDU and fresh water flushing account number (if any) as shown in water bill. If the water account number relating to the meter serving the entire flat is known to you, please provide it.
5. 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.
6. e-Bill user will receive the final bill of each associated water account via e-mail. Duplicate final bill will be delivered to each SDU tenant by post, where such duplicate final bill is not bearing the name of the registered consumer and mailing address other than SDU address. We will also issue a notification listing final charges, if any, of each SDU water account (including fresh water flushing account, if any) with payment due date.
7. The deposit will be retained up to the due date of final bills of associated water accounts. After the due date, we will issue a notification informing you the amount of the deposit utilised to offset the outstanding balance of associated water accounts and listing outstanding balances (including surcharges) of each account after such offsettings, if any. The remainder of the deposit after offsetting will be refunded by a crossed cheque payable to the existing registered consumer.
8. The personal data provided may be disclosed to other Government bureaux and departments for the purposes for which the personal data were collected or for a purpose directly related to such purposes.

Closing Accounts and Refund of Water Deposit



Please scan the QR code to access information on how to close a water account and refund of water deposit.