

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)**

Account No.: _____	To be completed as shown in "Bill"
Service Address: _____ _____ _____	
Meter No.: _____	
Effective Date of Termination: _____ (DD/MM/YYYY)	
Meter Reading (if available): _____ (Notes 2 and 3) (all the digits shown in the meter)	Date of Meter Reading: _____ (DD/MM/YYYY)

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 4) and refund of water deposit
balance (if any) by cheque through the post) (Note 5) _____

Remark:

- ☐ Construction work completed. Please contact *Mr / Ms _____ at _____ for meter removal arrangement.
- ☐ Other (please state) _____

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 account.
- B. 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)
- C. 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 Applicant/Company's Chop

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

Date: _____

*Delete where inappropriate.

Notes

- 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.
- 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.
- 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.
- e-Bill user will receive the final bill via e-mail.
- 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.
- 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: _____	Processed by: _____
	Date received: _____	