

RESIDENTIAL OFF REQUEST

This order can take up to 24 hours to process.

Incomplete information will void the processing of your request.

All requests to turn water service off are processed on the next workday or later. Office hours/ business days are Monday-Friday, 8:00 AM – 4:30 PM (excluding weekends and holidays.).

Off requests for business and commercial customers must be submitted in writing on company letterhead by fax 251-694-3446.

Name _____(As It Appears On Your Account)

Customer Number _____

Social Security Number _____

Address _____(Address To Be Disconnected)

Date of Disconnection _____(Up To 30 Days)

Mailing Address _____

City _____State _____Zip Code _____

Daytime Telephone Number (8am-5pm) _____

Email Address _____

Requested by (Applicant Only) _____Date _____

Questions?

Contact us at 251-694-3100, Mon. – Fri., 8:00 a.m. – 5:00 p.m. Select the Customer Service Option. If you have an emergency, please call our 24 hour customer care team at 694-3165.

Please note: Questions or forms submitted by email after hours, weekends or holidays, will be answered within 24-48 hours of the next business day.