Disconnect **Water** services

Town of Mason

12157 Main Street

Mason TN 38049

901-294-3525 Phone

901-294-2307 Fax

Gwendolyn Kilpatrick, Mayor

MasonMayorGKilpatrick@rittermail.com

Please fill out the following forms to Disconnect you water services. You will receive a reply by email with a confirmation that your services have been completed at the email address you provide below. Please use am email address you check regularly for this important correspondence.

Account Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name on Account: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Service Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Forwarding Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last Four of SS#: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Requested Date to Disconnect Service: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Will you pick up refund check? Yes \_\_\_\_ or No \_\_\_\_\_ or will it be mailed to forwarding address? \_\_\_\_

Customer Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_

1. **If there is a balance on the account you will need to zero your account out.**
2. **If your readings have changed on your water meter, you will receive 1 more bill this is called a FINAL bill.**
3. **If your account is at a FINAL status you will have to wait 1 billing cycle to receive any deposit that may be due to you.**
4. **If your reading has not changed your account status will be put at INACTIVE and if you have any deposit that may be due you will receive your deposit in 5-10 business days.**
5. **If account is not at a zero balance any deposit that are available the deposit will take away from the unpaid balance and customer will receive the difference in a refund check.**