



City of Pasadena -Water Billing  
P.O. Box 1337  
Pasadena, TX 77501-1337  
713.475.5566 – Office  
713.475.2534 – Fax  
[wbcsc@ci.pasadena.tx.us](mailto:wbcsc@ci.pasadena.tx.us)

FOR OFFICE USE ONLY:

Received \_\_\_\_\_ (Date in Office)

Employee Initials \_\_\_\_\_

Service Order Created \_\_\_\_\_ (Date)

## Request for Disconnection

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 disconnection 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\*(MM/DD/YY): \_\_\_\_/\_\_\_\_/\_\_\_\_ (Monday – Friday)

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### Forwarding Information:

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code \_\_\_\_\_

Forwarding Contact Number(s): \_\_\_\_\_

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\_\_\_\_\_  
Customer's Signature

\_\_\_\_\_  
Date Signed

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