



hh

Town of Mason

12157 Main Street
Mason, TN 38049
901-294-3525 Phone
901-294-2307 Fax

Disconnect **Water** Services

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

Account Number: _____

Name on Account: _____

Service Address: _____

Email: _____

Forwarding Address: _____

Last Four Digit of SS#: _____

Requested Date to Disconnect Service: _____

Will you pick up refund? ☐ Yes / ☐ No (if checked "No" it will be mailed to forwarding address)

Customer Signature _____ Date _____

1. If there is a balance on the account you will need to zero out your account.
2. If your readings have changed on your water meter, you will receive one (1) more bill this is called a FINAL bill.
3. If your account is at a FINAL status, you will have to wait one (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.