

Re-connect water service after blocking:

Dear Customer If the service is withheld from you for not paying the outstanding invoices, you should check with the company to pay the amounts due until we return the service to you.

Required documents:

- Previous water bill.

Place of service:

- Customer service offices.

Fees:

- Dear Subscriber will have to pay the following:
- All amounts due to subscription until the last invoice issued.
- All amounts due to any other subscriptions of the same subscriber until the last invoice issued.
- Sewage Utilization Fees: If the period of service is exceeded for 30 days, the sewage usage fees will be calculated based on the water consumption rate for the previous periods.
- Re-connecting fees and the value of (10) Jordanian Dinar.

Procedures:

- When you attend the service desk, the employee will export an account statement to your subscription or all your subscriptions if you have more than one subscription.
- The employee will calculate the amounts due as mentioned above.
- The employee will process the transaction form for you to sign.
- After paying the due amount, a staff member will visit you within 24 hours to reconnect the meter.

Notes:

- Blocked subscriptions for more than 3 years have other procedures.
- Dear customer to avoid blocking the service, please pay your bill within two weeks of issuance, you can inquire about the value of your bills by calling us on the number 5678141 sub (2) or through our website.

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