

### Water bill objection:

To submit an objection for a water bill, please note the following:

- The objection must be submitted to the water consumption in the bill objected to increase by 50% of the rate of consumption of the last 8 sessions.
- All balances due for courses preceding the contested session are required to be paid.
- An amount equal to the consumption value is required for the consumption rate in the courses preceding the objectionable bill.

### Place of service:

- Customer service offices.

### Fees:

- 6 Jordanian Dinar and this value is recorded to the account of the objector if the objection is accepted and obtained a reduction.

### Procedures:

- When you attend the service office, the employee will export a statement of account for your subscription and calculate the value of the benefits mentioned above.
- When you pay the required amounts, the employee will prepare the transaction form for you.
- An employee of the company will visit you during the water cycle to check the water meter and check the internal and external network and submit his report to the committee to study the objections.
- A committee shall examine the objection and report the field disclosure and issue its decision.
- Your employee will contact you to inform you of the objection within 30 days from the date of the appeal.