

Procedures to recover credit balance:

If you accidentally pay an invoice for a non-subscription, or you pay more than the amount of the invoice, or if you owe a balance due to an objection you made to previous invoices, you can either keep that amount as a credit in your subscription account, or you can return Amount through the following actions:

Required documents:

- Water bill concerned
- Proof of identity.
- billing reset.

Place of service:

- Customer service offices.

Procedures:

- When you attend the Customer Service Center Dear Customer Service Officer will prepare the transaction form for you to sign.
- You will be asked to sign a written undertaking to correct the information you have provided.
- The department then checks the transaction and completes the internal procedures.
- You will be contacted by the financial department of the company within two weeks to inform you of the end of the transaction to receive a check the amount required.