



Start/Stop Service Form

WSSC accounts are assigned to the property owner, not individual occupants. Tenants are added to the property owner's account and receive secondary bills. In accordance with State law, property owners are ultimately responsible for payment of all water and sewer bills, including any bills left unpaid by a tenant. Tenants may not enter into a payment plan without the property owner's written authorization.

WSSC has no way of knowing a property has changed occupancy unless the owners/tenants notify us. Once we are notified that a property is being sold or a tenant will be moving into or out of a property, we can provide a "final bill" by visiting the property for a meter reading as close as possible to the settlement or moving date; or, when a property is served by an inside meter, the buyer, seller or tenant can provide us with a complete, 7 or 8-digit meter reading.

On the last page, please see more about disconnecting/reconnecting water service, an inside meter reading example, and a few FAQ's.

Please print this completed form and submit via mail to WSSC's Customer Service Department at 14501 Sweitzer Lane, Laurel, MD, 20707, via fax to 301-206-8099, or submit via e-mail to CustServ@wsscwater.com.

Retain a copy for your records.

Date

Submitter's Information

Name

Phone

Check One

Current Owner

Previous Tenant

New Owner

New Tenant

Previous Owner

Authorized Agent

Start Service

Premise Address

City

Postal Code

Settlement or Moving Date

Meter Reading(s) Date

Main Meter Reading

Outside Remote Reading Device (if possible)

Sub-meter Reading (if applicable)

Outside Remote Reading Device (if possible)

Stop Service

WSSC Account Number (if known)

Premise Address

City

Postal Code

Settlement or Moving Date

Meter Reading(s) Date

Main Meter Reading

Outside Remote Reading Device (if possible)

Sub-meter Reading (if applicable)

Outside Remote Reading Device (if possible)

Important Information About Meter Readings:

Outside meter setting - For safety reasons, please do not attempt to access an outside meter which is located under a heavy manhole cover. Complete this form with everything except your outside meter reading. Once received, we will schedule a meter reading as close as possible to the settlement or moving date.

Inside meter setting - If possible, please provide a current 7 or 8 digit meter reading. (include any stationary "0's."). Alternatively, if you prefer, you may submit a picture of the meter reading along with your form. If you are unable to provide a meter reading, and the property has an outside remote reading device, we will schedule a meter reading as close as possible to the settlement or moving date.

New Owner/Tenant/Authorized Agent Information (A mailing address is only required if different than premise address indicated above)

Name 1

Name 2

Address 1

Address 2

City

State

Postal Code

Phone

E-mail

Driver's License #

State Issued

Expiration Date

How many people will occupy the property?

Preferred way to contact you?

E-mail

Phone

Postal Mail

Final Bills. Please indicate below where WSSC should mail the final bill. Customers have 30 days to pay WSSC bills.

Tenant - Please provide a forwarding address for the final bill.

Owner - Please provide the name and mailing address for the Title Company/Settlement Attorney. A water escrow is normally held at settlement for this purpose. If the property is new construction, please provide the name and mailing address for the Builder.

Previous Tenant /Owner Forwarding Address

Name

Address 1

Address 2

City

State

Postal Code

Phone

E-mail

Preferred way to contact you?

E-mail

Phone

Postal Mail

Title Company/Settlement Attorney/Builder Information (Property owner only)

Name

Address 1

Address 2

State

Postal Code

E-mail

Special circumstances not captured
by this form? Tell us about it here:
(For example: If your tenant is
moving out and the property will be
vacant for a while)



Start/Stop Service FAQs

Inside Meter Locations:

Meter locations vary. The meter is usually located near the hot water heater or washer and dryer; it is read from left to right and includes one stationary zero. The meter could also be in a utility or laundry closet. In older homes, the meter may be under the staircase or crawl space. (Remote reading devices are located outside and not always visually readable).

Inside Meter Reading Example:



Your meter reading would be 0000150

Disconnection/Re-connection of Water Service:

WSSC charges water service disconnection and re-connection fees. Customers must agree to have this charge billed to their water/sewer accounts prior to scheduling service termination. Therefore, completing a "Start/Stop Service Form" does NOT indicate to WSSC that you wish to have the water service to a property stopped. To do so, please contact WSSC's Customer Service Center at 301-206-4001, 1-800-634-8400, or TTY 301-206-8345, 7:30 am to 7:00 pm, weekdays. In the event of a water or plumbing emergency, please contact our 24-hour Emergency Service Center at 301-206-4002.

If I have no water in my home, what do I do?

Prior to calling WSSC, please check the property's main shut off valve to ensure it has not been turned off. If the main shut off valve is fully open, please contact WSSC's Customer Service Center at 301-206-4001, 1-800-634-8400, or TTY 301-206-8345, 7:30 am to 7:00 pm, weekdays. A telephone call, in most cases, is handled quicker than an e-mail request. WSSC must receive a completed [Release of Liability \(ROL\)](#) prior to restoring service.

I have lived in my new home for over a month. Where is my first bill?

WSSC bills residential accounts quarterly, approximately every 90 days. Depending on the date you moved into the property, as well as our meter reading schedule, your first bill may contain charges for only a portion of the initial three-month period you occupied the premises. Then bills will be mailed quarterly.

WSSC's Customer Service Department is available at 301-206-4001, 1-800-634-8400, or TTY 301-206-8345, 7:30 am to 7:00 pm, weekdays. You can also e-mail us at CustServ@wsscwater.com, or send a facsimile to 301-206-7013. In the event of an emergency, please contact our 24-hour Emergency Service Center at 301-206-4002 or via e-mail at emergencycallcenter@wsscwater.com.