



## Owner Occupied Property (*only*) 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 this form, via e-mail, or by calling WSSC's Customer Service Department.

WSSC asks that you submit requests to start/stop service within 10 business days of move in/out to allow us time to obtain the above-mentioned reading if necessary. Request are processed within 5 business days of receiving the meter reading. If the water is off, WSSC Water will process the request within 24 hours or by move-in date. Please notate in the special instructions section of the form below. A [Release of Liability \(ROL\)](#) is required.

On the last page, please see more about ROLs, 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](mailto:CustServ@wsscwater.com).

**Retain a copy for your records.**

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Date	<input type="text"/>	
Name	<input type="text"/>	
Phone	<input type="text"/>	
E-mail	<input type="text"/>	
WSSC Account Number (if known)	<input type="text"/>	
WSSC Service Address	<input type="text"/>	
City	<input type="text"/>	
Postal Code	<input type="text"/>	
Check One	<input type="radio"/> Current Owner	<input type="radio"/> New Owner
	<input type="radio"/> Previous Owner	<input type="radio"/> Authorized Agent

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**Start Service**

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)

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**Stop Service**

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)

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**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.

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**Owner/Authorized Agent Information (As it should appear on the bill. Name, Address, Phone and E-mail only required if different than 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

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**Final Bills.** Please indicate below where WSSC should mail the final bill. Typically, this is the Title Company/ Settlement Attorney as 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. Customers have 30 days to pay WSSC bills.

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### Title Company/Settlement Attorney/Builder Information/Previous Owner Forwarding Address

Name

Address 1

Address 2

City

State

Postal Code

Phone

E-mail

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Special circumstances not captured  
by this form? Tell us about it here:

14501 Sweitzer Lane  
Laurel, MD 20707  
[www.wsscwater.com](http://www.wsscwater.com)

Main 301.206.WSSC (9772)  
Toll Free 800.828.6439

Emergency 301.206.4002  
TTY 301.206.8345



## Start/Stop Service FAQs

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### 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 or move in/move out 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.

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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](mailto: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](mailto:emergencycallcenter@wsscwater.com).