



# CITY OF MANVEL

<http://www.cityofmanvel.com>

PO Box 187 / 20025 Highway 6  
Manvel, Texas 77578

Phone: (281) 489-0630  
Fax: (281) 489-0634

## RESIDENTIAL REQUEST TO **CANCEL** UTILITY SERVICE

TODAY'S DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_ REQUESTED DATE TO CANCEL SERVICE: \_\_\_\_/\_\_\_\_/\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

NAME(S) ON ACCOUNT: \_\_\_\_\_

ACCOUNT#: \_\_\_\_\_ EMAIL: \_\_\_\_\_

PHONE: (\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_ PREFERRED METHOD OF CONTACT: EMAIL \_\_\_ PHONE \_\_\_

FORWARD MAILING ADDRESS: \_\_\_\_\_ CITY/ST/ZIP: \_\_\_\_\_

Requests for cancellations **can** take up to 3 business days to perform a meter read and cancel service. Meter reads and turn-off's are **not** performed on Fridays or on City holidays. The following is the City's schedule for processing service cancellations:

### Requests received on

Monday (by 10am)  
Tuesday (by 10am)  
Wednesday (by 10am)  
Thursday (by 10am)  
Friday-Sunday

### Meter read and shut-off dates

Tuesday-Thursday (excluding holidays)  
Wednesday, Thursday or the following Monday (excluding holidays)  
Thursday, Monday or Tuesday (excluding holidays)  
Monday, Tuesday or Wednesday (excluding holidays)  
Tuesday-Thursday (excluding holidays)

All requests for cancellation must include this form including those sent via email.

Final bills are prorated based on the meter read date. Utility service can be turned off with **no one** at the residence.

**Utility deposits will be held until a final meter read has occurred. Please allow up to 30 days for a refund of the deposit or when applying to a final bill.**

Please sign and submit this form to the City of Manvel, 20025 Highway 6, Manvel, TX, 77578. Or, you may email it to [utilitybilling@cityofmanvel.com](mailto:utilitybilling@cityofmanvel.com). Please allow 5-7 business days for mail-in requests.

CUSTOMER SIGNATURE: \_\_\_\_\_ (required) DATE: \_\_\_\_/\_\_\_\_/\_\_\_\_

### FOR OFFICE USE ONLY

SERVICE ADDRESS: \_\_\_\_\_

READING: \_\_\_\_\_ DATE/TIME OF READ: \_\_\_\_/\_\_\_\_/\_\_\_\_ \_\_\_\_:\_\_\_\_AM / PM

PERFORMED BY: \_\_\_\_\_ ACCOUNT #: \_\_\_\_\_

DEPOSIT REFUNDED/APPLIED: \$ \_\_\_\_\_ METER#: \_\_\_\_\_

DATE OF REFUND: \_\_\_\_\_ APPLIED TO: FINAL BILL \_\_\_ CHECK/ACH: \_\_\_ CK# \_\_\_\_\_