



**WATER SERVICES, DRINKING WATER DISTRIBUTION –
PROCESS CHANGE FOR SERVICE DISCONNECTION REQUESTS**

On May 1, 2018, Water Resources/Water Services (Water) implemented a new process for the DSSP processes and introduced Water ePay for some services offered by Development Approvals and Inspection Services.

Water is pleased announce that as of September 1, 2018 Drinking Water Distribution will be using Water ePay for service disconnection deposits for demolition permits. For more information on this process change, please go to the Demolition Permit website: <http://www.calgary.ca/PDA/pd/Pages/Residential-Building-and-Development/Residential-Demolitions.aspx>

In preparation for this process change, Applicants are encouraged to create either a personal or business myID account, and follow the process as outlined in A Guide to Water ePay found on the Water ePay Services site via the following: <http://www.calgary.ca/UEP/Water/Pages/Specifications/Water-Epay-Services.aspx>.

During this cross-over period, Drinking Water Distribution will continue to accept cheques for any in-flight or quoted service disconnections. As of January 1, 2019, service disconnection deposits must be submitted through Water ePay.

Questions specific to the Service Disconnections process changes can be directed to waterservicesplanning@calgary.ca

Questions pertaining to Water ePay can be addressed by contacting ePaySupport@calgary.ca.