



טופס 4 - התראה לפני ביצוע פעולת ניתוק אספקת מים

[טופס 273 א' | עדכון 12.19]

FORM 4

(Section 112(1))

Warning of the intention to file a request with the Water Authority Director for permission to disconnect the water supply to your property

Warning before taking action to disconnect the water supply
Water and Sewage Corporations Rules (Disconnection of Water Supply or Sewage Services), 5775-2015

1. According to our records, you have not yet paid the sums owed to the Company with respect to water or sewage services provided in the months of _____, to the property located at _____, and this despite warnings and notices that were sent to you regarding the matter; at the time of writing this letter, your debt to the Company stands at _____ new shekels, of which _____ new shekels is a debt which warrants disconnecting the property (hereinafter: "the current debt"), which shall continue to accumulate arrears interest until it has been fully redeemed.
2. We intend to forward a request to the Water Authority Director for his authority to disconnect the water supply to your property, to which we shall attach all the documents in our possession regarding your case, including the documents which you shall choose to present before us (as described hereinafter in paragraph 8);
3. Before forwarding the request to the Water Authority Director, we would ask you again to redeem the current debt immediately through the attached payment slip, which may be paid at any branch of the Postal Bank/a commercial bank/by credit card through the telephone answering service/ online through the Corporation's website.
4. Should you fail to pay your current debt immediately, the Water Authority's Advisory Committee may recommend to the Water Authority Director to approve the taking of action to disconnect the water supply to your property, without this derogating from our right to use all the means at our disposal in order to collect the sums which we are entitled to receive from you, including the exercise of powers under the Taxes Ordinance (Collection) or the Execution Law, 5727-1967, and, inter alia, through an attachment of your bank account or other chattels which you own.
5. We would emphasize that disconnecting the water supply to the property involves various costs which shall be charged to your account, including disconnection and connection fees as listed in Items 3 and 5 of the Second Schedule to the Water and Sewage Corporations Rules (Tariffs for Water and Sewage Services and the Construction of a Water or Sewage System), 5770-2009, should these measures actually be implemented.
6. Should you wish to reach an understanding for paying off your debt by installments, kindly phone our customer services center on _____ or write to us at _____.



טופס 4 - התראה לפני ביצוע פעולת ניתוק אספקת מים / המשך

[טופס 273 ב' | עדכון 12.19]

7. Should you lack the financial means to pay your debt to the Company or if you intend to give the Company contact details for the purpose of taking collection proceedings, then you may ask the Company within 21 days of receiving this notice not to forward a request to disconnect the water supply to your property to the Water Authority Director; the General Manager of the Company shall decide whether or not to accede to your request.
8. You may submit your request by using the version attached herewith and in order to prove your claims, including your financial circumstances, you may also attach to your request any supporting document or information in your possession; should you wish to forward this data directly to the Water Authority's Advisory Committee, you may do so provided that the General Manager of the Company decided in your case to submit a water supply disconnect request.

For your information:

- We intend to inform the social services department of the local authority (hereinafter: "the social services department") of our decision to forward a request as aforesaid to the Authority Director and to suggest that it transfer for our perusal a letter confirming that you are known to it together with any information which it may have regarding your economic circumstances within 21 days of receiving our notice.
- Should your confirmation regarding this notice not be received within 7 days you shall be regarded as refusing the request as aforesaid;
- The taking of action under the Taxes Ordinance (Collection), the Execution Law, 5727-1967 or to disconnect the water supply to the property do not constitute a substitute for full redemption of your debt to the Company;
- Your debt shall continue to accumulate interest and linkage even in the event of measure such as these being taken, until the entire debt has been paid;
- You are entitled to present your arguments to the Company either verbally or in writing;
- The General Manager's decision in your case shall be made after taking into account the arguments and information which you presented in the matter within the period allocated for doing so.

Should you have already settled your debt, kindly regard this notice as null and void.



טופס 5 -

בקשה שלא להעביר בקשה בענייני למנהל רשות המים
לצורך ביצוע פעולת ניתוק אספקת המים בנכס

[טופס 274 | עדכון 12.19]

FORM 5
(Section 112(2))

For the attention of
The Water and Sewage Corporation -

Re: Request not to forward in my case a request to the Water Authority Director for the purpose of taking action to disconnect the property from the water supply under the Water and Sewage Corporations Rules (Disconnection of Water Supply or Sewage Services), 5775-2015

Further to the notice which I received from you and the debt which I owe you, I hereby ask you not to forward in my case a request to the Water Authority Director for the purpose of taking action to disconnect my property from the water supply for the following reasons:

- Attached here with are documents attesting to my health/economic situation (or that of members of my household who reside with me in the property)
- I do not intend to forward documents to the Company attesting to my health/economic situation (or that of members of my household who reside with me in the property).
- Should the General Manager of the Company decide to forward a request in my case to the Water Authority Director through the Advisory Committee, then I intend to submit the documents attesting to my health/economic situation (or that of members of my household who reside with me in the property) directly to the Water Authority's Advisory Committee.

Yours faithfully

Given name + surname	Address of property

Consumer's contact details (voluntary) -

Email address	Telephone number	Cell-phone number



טופס 6 - הודעת המנהל הכללי על החלטה להגיש בקשה לניתוק

[טופס 275 | עדכון 12.19]

FORM 6 (Section 112(6))

For the attention of

General Manager's Notice under section 6(a)(8) of the Water and Sewage Corporations Rules (Disconnection of Water Supply or Sewage Services), 5775-2015

Further to the warnings and notices which we have sent to you and the request which you have submitted, I have decided in your case to ask the Water Authority Director for authorization to disconnect the water supply to your property.

My decision is based on the following reasons:

For your information:

- The Water Authority's Advisory Committee is a committee that was established under section 8 of the Water and Sewage Corporations Rules (Disconnection of Water Supply or Sewage Services), 5775-2015.
- The function of the committee is to discuss the requests of companies to disconnect the water supply to the property of domestic consumers and to recommend to the Water Authority Director whether to accept, reject or accept with modifications the said requests.
- You may write directly to the Water Authority's Advisory Committee and forward for its consideration any document concerning the matter.
- Committee contact details: _____

Yours faithfully,
Given name + surname
General Manager of the _____ Corporation



טופס 8 - הודעה על ביצוע פעולת ניתוק

[טופס 276 | עדכון 12.19]

FORM 8
(Section 115)

**Disconnection Notice under section 14 of the Water and Sewage Corporations Rules
(Disconnection of Water Supply or Sewage Services), 5775-2015**

1. I hereby inform you that on [redacted] the Water Authority Director decided to accept the recommendation of the Advisory Committee in your case and to authorize the Company to disconnect the water supply to your property.
2. You are entitled to challenge the Water Authority Director's decision by filing a petition in the High Court of Justice.
3. Kindly note: We intent to disconnect the water supply to your property 30 days after your receipt of this notice without any further delay.
Your property shall be disconnected for a period of 30 consecutive days following which we shall reconnect your property for 5 consecutive days and enable you to redeem your debt to us.
4. Should you not redeem the debt within 5 working days as aforesaid, the Company may continue to disconnect the water supply to the property for longer periods and use all the means at its disposal in order to collect the sums which it is entitled to receive from you, as specified in the Water and Sewage Corporations Rules (Disconnection of Water Supply or Sewage Services), 5775-2015.

For your information:

- We intend to inform the social services department operating in our area that the water supply is to be disconnected at least 15 days before the disconnection is implemented.
- As at the date of this letter, your debt to the Company stands at [redacted] new shekels and it shall continue to accumulate arrears interest until it has been fully redeemed.
- In order to prevent the water supply to the property from being disconnected, you are asked to redeem your debt immediately through the attached payment slip, which may be paid at any branch of the Postal Bank/a commercial bank/by credit card through the telephone answering service/ online through the Corporation's website.
- Similarly, we would emphasize that disconnecting the water supply to the property involves various costs which shall be charged to your account, including disconnection and connection fees as listed in Items 3 and 5 of the Second Schedule to the Water and Sewage Corporations Rules (Tariffs for Water and Sewage Services and the Construction of a Water or Sewage System), 5770-2009, should these measures actually be implemented.
- Should you wish to reach an understanding for paying off your debt by installments, kindly phone our customer services center on _____ or write to us at _____.



טופס 9 - התראה לפני ביצוע פעולת ניתוק אספקת מים בנכס בשל אי-תשלום חוב

[טופס 277 | עדכון 12.19]

FORM 9
(Section 116)

Warning before disconnecting the water supply to the property due to nonpayment of debt under section 18 (c) and (d) of the Water and Sewage Corporations Rules (Disconnection of Water Supply or Sewage Services), 5775-2015

On [redacted] we disconnected the water supply to the property located at [redacted] due to the nonpayment of your debt to us.

On [redacted] and despite the fact that you have still not settled your debt, we temporarily connected the property to the water system for a period of 5 working days, during which you must redeem your current debt to the Company for which the water supply was disconnected.

As at the date of this letter, your debt to the Company stands at [redacted] new shekels and it shall continue to accumulate arrears interest until it has been fully redeemed.

You are requested to redeem your debt immediately through the payment slip attached herewith.

Should you not redeem the debt within 5 working days as aforesaid, the Company may continue to disconnect the water supply to the property for longer periods and use all the means at its disposal in order to collect the sums which it is entitled to receive from you, as specified in the Water and Sewage Corporations Rules (Disconnection of Water Supply or Sewage Services), 5775-2015.

For your information, disconnecting the water supply to the property or connecting it to the water system, involves payment of the tariffs stipulated in Items 3 and 5 of the Second Schedule to the Water and Sewage Corporations Rules (Tariffs for Water and Sewage Services and the Construction of a Water or Sewage System), 5770-2009, which shall be charged to your account.

No further warning shall be sent!