

Launching the app

Tap the icon that was added after installation to launch the app. Once launched, the home screen (before login) will be displayed.

(1) Home screen (before login) Ja (En) 東京都水道局アプリ 現在お使いの水道を登録したり、お引越しの手続を する場合は「新規登録・ログインはこちら」から登録 してください。 ・なお、水道の登録にはお客さま番号がわかる検針票 や水道料金を支払っている**口座番号、クレジットカ** ード番号が必要ですので、お手元にご用意ください。 新規登録・ログイン はこちら ・アプリ登録後は、紙の検針票の投函に代わりアプリ で検針果を電子配信いたします。 また、水道料金を紙の請求書でお支払いのお客様に は、アプリで請求書も電子配信いたします。 は、アンリで朝赤智を見て町道いたします。 (※口座振替またはクレジットカード継続払いでお支 払いのお客様は変更ありません。) なお、紙の検針栗・請求書をご希望のお客様は、ア ブリ登録後に、メニューより「**紙発行**」をご選択いた だけます。 ・給水ステーションの照会などは、ログインしなくて もご利用いただけます。 トピック



Language Selection

① Upon launching the app, the home screen (before login) in Japanese will be displayed as the initial screen.

To change to English, tap the language selection button at the top of the screen. Ja : Japanese En : English

 When the language selection button is tapped, the following message will be displayed.
 Select [Yes] to switch to English.
 Select [No] to return to the home screen (before login) in Japanese.



1. General operation

Home screen (before login)

	Tokyo Water App	Ja
If you wish to reg move to a new lo Registration/Log To water service, slip that shows y payment method or credit card nu	gister your existing water se scation, please click "New in". please prepare your meter our customer number and d such as your bank accoun mber. Click here for new registrations/lc	rvice or reading a water bill it number
Home		••• Menu

Launching the login screen

Tap the [Click here for New Registrations/Login] button to display the login screen.

Login screen

	Tokyo Water App	Ja
Login		
Email Addres	*: 55 *	Input required
Email Addr	ress	
Password *		
Password		
	Login	>
1		
· · · · · · · · · · · · · · · · · · ·	App's First-time users	
F	orgot your password	?
When enterin confuse uppe	ng the password, be careful ercase and lowercase letter	not to s.
If you enter ti times, it will I password, ple	he wrong password a certai be locked, so if you do not l ease reset it.	in number of know the
ft Home		•••• Menu
	Ţ	
User regis	stration selection	n screen
	Tokyo Water App	Ja
The water su complete the	ipply contractor himself/h	erself should
For thos water su	e who do not hav Ipply contract	/e a
Star	t using your water s	upply
This button a of use of the initial registr using the ap	accepts the initial registrat application at the same ti ation, you do not need to p again from within the ap	tion and start me. After this apply to start op.
For thos water su	e who already ha	ive a

Register your current water service

In order to register the water supply it is necessary to have the Customer Number that you want to register. What is a Customer Number?

What is a Customer Number? The initial registration of the app with your current water contract can be accepted by clicking on this button. To apply for termination of water service, or to apply for simultaneous termination and start of water service, please log in after this initial registration, and apply from the "Relocation Procedure".

(Note) Areas covered by the water supply: wards, cities, towns in Tokyo Prefecture that are supplied by the Bureau of Waterworks Tokyo Metropolitan Government (except for Musashino city, Hamura city, Akishima city, Hinohara village and Tokyo Islands)

fil lom

Click here to watch a video about registration

Launching the user registration selection screen

 Tap the [App's First-time users] button on the login screen. The user registration selection screen will be displayed.

On the user registration selection screen, the following menu options are available. Please select the menu that best suits your needs.

Registration of your current water service

For those who currently have a water service contract and are registering for a new app \Rightarrow [2. Registration of your current water service]

Application to start using water service

For users who wish to apply for water service at the same time as registering the app.

 \Rightarrow [3. Application to start using water service]

User registration selection screen



Terms of Use screen



This section describes the steps for user registration procedure for those who currently have a water service contract and are registering the app.

① Tap the [Register your current water service] button to show the Terms of Use screen.

② Review the Terms of Use on the Terms of Use screen.

<2-1>

If you agree to the Terms of Use, place a checkmark in the [I agree] box and tap the [Register] button. *When you place a check mark on the [I agree] box, the [Register] button turns blue and is ready to be tapped.



Tap the [Register] button to show the email address registration screen.

 \Rightarrow Go to step ③.

<2)-2>

If you do not agree, tap the [I do not agree] button. By tapping it, you will be redirected to the user registration selection screen.

If you do not wish to register as a user of the app, please exit the app or close the browser.

Email address registration screen

	Tokyo Water App
Ema	il Address Registration
	*:Input required
Input y "Regist	our e-mail address and then press the er" button.
If you ha adjust y info@to	ave opted to receive e-mails from us, please your DNS settings to receive emails from" skyo.suidoapp.jp ".
Email A	Address *
Emai	il Address
	3
	Register
	Back

Email address Confirmation screen

Tokyo Water App
Email Address Confirmation
Enter the verification code received in your registered e-mail address and press the "Confirmation" button.
Valid for: Authentication codes are valid for 1 hour
Authentication code 4
123456
Confirmation
Back
L

③ Fill in your email address and tap the [Register] button. If the email address can be registered, the message below will be displayed, and a verification code will be sent to the provided email address.



Tap the [Close] button in the message to show the email address confirmation screen.

- *After the user registration is completed, a notification of the completion of the user registration and other emails concerning the app will be sent to the email address that you entered on the email address registration screen.
- *If the email address is already registered, the following message will be displayed. Please register a different valid email address.

٦	his e-mail address is already registered.	
_		
	Close	

 -1 ④ Enter the verification code that was sent to the email address you provided on the previous screen and tap the [Confirmation] button.

The following message will be displayed.



Tap the [Close] button to show the user registration screen.

<④-1>

If you wish to change your email address, tap the [Back] button. You will return to the email address registration screen, so register a new email address of your choice. After registration, a new verification code will be sent to the email address.

User registration screen (app user information)

Т	okyo Water A	рр
User Regist	ration	
•		
Step.1	Step.2	Confirmation
User Informa	ation	
		*:Input requir
User Name *		
The maximum inpu	t length is 15 cha	racters.
n case of being a co corporate name.	orporation, please	e enter your
John Smith		
Phone Number '		
000	- 0000	- 0000
Password *		
Please use a combi and numbers (8-32	nation of upper a characters).	nd lowercase letter
Password		
Password Confir	mation *	
Password Cont	firmation	
C	Next	>
	NEAL	

(5) Enter the information about the app user.

Please enter a valid cell phone number to receive a verification code.

After entering all the necessary items, tap the [Next] button. The user registration screen (water service information) will appear.

User registration screen

(water supply information)

Step.1	Ste	p.2	Confirmation
Water Sup	oply Inform	ation	
Please enter th contract. Customer Nu	ne details of yo	our curren	it water supply
99 -	- 9999999		- 99
Current Paym Please sele	nent Method ct		6-
C	Confir	nation	
	Ba	ck	

⑥ Please enter the information on your current water service contract. Please check the meter reading slip, etc., on hand and enter the information.

After entering all the necessary items, tap the [Confirmation] button. The confirmation screen will appear.

<6-1>

Please enter your customer number printed on the meter reading slip, receipt, billing statement, or other documents.

<@-2>

You can choose from the following three options under [Current Payment Method].

Invoice / Bank Account / Credit Card

Please select	×

Depending on the method that you chose, the items to be filled in will vary. (e.g.) If you selected Invoice

Please enter Waterworks.	your phor	le number i	registered	a with the
000		0000		0000

(e.g.) If you selected bank account transfer

Please enter the last 4 digits of your account number.	*
(ex)9999	

(e.g.) If you selected credit card payment

Please enter the last 4 digits of your credit card	l number. *
(ex)9999	

User registration confirmation screen

Step.1	Step.2	Confirmation
If the inform please p	ation entered be ress the "Registe	elow is correct, er" button
User Informa	ation	Edit
UserName John Sr	nith	
Mobile Phone Nu 000-0000-0000	umber)	
Password		
Water Suppl	y Information	Edit
Customer Numb 99-999999-99	er	
Customer Numb 99-999999-99 Current Paymen Credit card pa	er t Method yment	
Customer Numb 99-999999-99 Current Paymen Credit card pa Last 4 digits of cr 9999	er t Method yment redit card numl	ber

- ⑦ Check the contents you have entered in the app's user information. Tap the [Edit] button to return to the user registration screen (app user information) and modify the information if needed.
- ⑧ Check the contents you have entered in the water service information. Tap the [Edit] button to return to the user registration screen (water supply information) and modify the information if needed.
- ③ Confirm the contents, and if everything is fine, tap the [Register] button. The following message will be displayed once you tap the [Register] button.



A verification code will be sent to the mobile phone number you provided on the user registration screen (app user information).

Tap the [Close] button to show the SMS authentication screen.

SMS authentication screen



Change phone number screen

Change Phone Number	
Change Phone Number	
*:Input requir	
	ed
This is not a change of the registered phone numb for the water supply contract.	er
Mobile Phone Number *	
000 - 0000 - 0000	
Change	
Back	

Inter the verification code that was sent to the registered mobile phone number and tap the [Confirmation] button. If the verification code is correct, the message below will be displayed.



Tap the [Close] button on the message to proceed to the login screen.

① To change your mobile phone number, tap the [Change mobile phone number] button to show the Change phone number screen.

Enter the mobile phone number you want to change and tap the [Change] button to resend the verification code.

This section describes the steps for the application to stop water contract using the app. (After login)

Smartphones and tablets

	Tokyo Water App	
John	Smith	
·	Click here for the Move Procedures	
	Move Procedures >	
	-	
No	otice from the Waterworks	
ダ 5 応	ウンロードキャンペーン実施中! <u>算はこちら!</u>	
202 東京	22/06/01 Unread 京都水道局アプリの登録完了のお知らせ	
-		8
(A)	••• Menu	
14,2461.0	Tokyo Water App	
John	Smith	
-	User information	
۲	Move Procedures	
1		
~	Settings	
0	Terms of Use >	
٥	Waterworks Website	
۲	Logout	
	(2-1	L
) Info	Menu	

For those operating the app on a smartphone or tablet, please follow the steps below to open the screen.

①. Tap the [Move Procedures] button on the top screen.

Or

- ②-1. Tap the [Menu] button on the footer menu to open the menu.
- ②-2. Tap the [Move Procedures] button.

For those who are operating the app on a computer, please follow the steps below to open the screen.

③ Click the [Move Procedures] button on the side menu.





Move procedures screen

	Tokyo Water App
ohn S	mith
Mo	ve Procedures
(Application for Disconnection and
	Connection
\subset	Connection Application
C	Disconnection Application
	Except for Musashino city, Hamura city, Akishima city, Hinohara village, Tokyo islands
Custo conn disco	mers who can apply today are those whose: ection day is from 2022/07/15 to 2022/09/13, nnection day is from 2022/05/26 to 2023/06/21.
For th day a assist	ose whose connection day and disconnection re not included above, or those who need urgent ance, please contact the Customer Center.
-	
Info	Mer

4 Move procedures screen will appear.

Move procedures screen



Screen of the application to disconnect water supply (applicant information)

Tokyo Water App			
John Smith			
Application to Disconnect Water Supply			
Step.1 Step.2 Step.3 Confirmat	ion		
Applicant Information Disconnected Water Supply			
•input red Customer Information * 10-999999-09 大田区大森南2丁目17番3号 A	, 2		
Address 〒123-4567 大田区大森南2丁目17番3号 A棟 404 号容	Ļ		
Contractee's name John Smith			
Applicant information			
Applicant Name John Smith			
Email Address tokyo1@demo			
Relationship to the Water Supply Contractee Same Person			
Applicant Phone Number 000-0000-0000			
Next	3		
Back	\bigcirc		
↓ Info	Menu		

This section describes the steps for the application to stop using the water service.

① Tap the [Disconnection Application] button on the move procedures screen to open the screen of the application to disconnect water supply.

- ② Select the customer number you wish to cancel on the screen of the application to disconnect water supply (applicant information).
- ③ After filling in the required fields, tap the [Next] button. Tap to show the screen of the application to disconnect water supply (information of application to disconnect water supply).

4. How to stop water service contract

Screen of the application to disconnect water supply (information of application to disconnect water supply)

Application to Disconnect Water Supply Step.1 Step.2 Step.3 Confirmation Information of Application to Disconnect Water Supply Figure equired Disconnection Date * Date Customers who can apply today are those whose: disconnection Vater Story 2005/216 1023/06/21. Mailing address for invoices, etc. Postal Code * 999 - 9999 Prefecture * Tokyo Ward/City/Town/Village * Shinjuku City Town * Nishi-Shinjuku Chome * 1-Chome Street 2 Unit 3 Building name Please enter the building number and an error occurs when entering in the "building number" field netsea. A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next Back	To	okyo Water App)	
Application to Disconnect Water Step.1 Step.2 Step.3 Confirmation Information of Application to Disconnect Water Supply:	nn Smith			
Application to Disconnect Water Step.1 Step.2 Step.3 Confirmation Information of Application to Disconnect Water Supply				
Step.1 Step.2 Step.3 Confirmation Information of Application to Disconnect Water Information of Application to Disconnect Water Signature Signature Date Catometion Date * Date Catometion Date si from 2020/05/26 to 2023/05/216 Catometion Value Si from 2020/05/26 to 2023/05/216 Date Catometion Value Si from 2020/05/26 to 2023/05/216 Catometic Simple Value Simple Simpl	Application to Supply	Disconnec	t Water	
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Information of Application to Disconnect Water Supply information of Application to Disconnect Water input required Disconnection Date * Date Customers who can apply today are those whose: disconnection date is from 2022/05/26 to 2023/06/21. Mailing address for invoices, etc. Postal Code * 999 - 9999 Prefecture * Tokyo Ward/City/Town/Village * Shinjuku City Town * Nishi-Shinjuku Chome * 1-Chome Street 2 Unit 3 Building name Please enter the building name Building number *In case there is no building number, please leave it blank. If your address contains a building number and an error occurs when entering in the *building number* field, please enter the number in the *room number* field instead	Step.1 Ste	p.2 Step.:	3 Confirmat	ion
Supply *:input required Disconnection Date * Date Customers who can apply today are those whose: desconnection day is from 2022/05/26 to 2022/05/21. Mailling address for invoices, etc. Postal Code * 999 9 999 999 999 999 999 999 999 999	Information of Ap Supply	plication to Di	sconnect Wa	ter
Disconnection Date * Date Customers who can apply today are those whose: disconnection days is from 2020/05/26 to 2023/05/21. Mailing address for invoices, etc. Postal Code * 9999 - 9999 Prefecture * Tokyo Ward/City/Town/Village * Shinjuku City Town * Nishi-Shinjuku Chome * 1-Chome Street 2 Unit 3 Building name Please enter the building namber and an error occurs when entering in the "building number" field, please enter the number in the "room number" field please enter the number in the "room number" field, please enter the number in the "room number" field please enter the number in the "room number" field please enter the number in the "room number" field nistead. A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next Canadia Comment Ca	Supply	pheation to b	*:Input requ	ired
Date Customers who can apply today are those whose: Geconnection day is from 2020/87/66 to 2023/06/21. Mailing address for invoices, etc. Postal Code * 999 - 9999 Prefecture * Tokyo Ward/City/Town/Village * Shinjuku City Town * Nishi-Shinjuku Chome * 1-Chome Street 2 Unit 3 Building name Please enter the building namber and an error occurs when entering in the "building number" field, please enter the number in the "room number" field, please enter the number in the "room number" field, please enter the number in the "room number" field, please enter the number in the "som number" field please enter the number in the "on number" field nestead. A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next	Disconnection Date	•		
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Ward/City/Town/Village * Shinjuku City Town * Nishi-Shinjuku Chome * 1-Chome Street 2 Unit 3 Building name Please enter the building namber and an error occurs when entering in the "building number" field, please enter the number in the "room number" field, please enter the number in the "room number" field, please enter the number in the "som number" field, please enter the number in the "som number" field, please enter the number in the "som number" field nstead. A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next Common Com	Tokyo			
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Chome * 1-Chome Street 2 Unit 3 Building name Please enter the building name Building number *In case there is no building number, please leave it blank. If your address contains a building number and an error occurs when entering in the *Duilding number* field please enter the number in the *room number* field instead. A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next Back	Nishi-Shinjuku			
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Unit 3 Building name Please enter the building name Building number *In case there is no building number, please leave it blank. If your address contains a building number and an error occurs when entering in the *building number" field, please enter the number in the *room number" field, please enter the number in the *room number" field, please enter the number in the *room number" field nistead. A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next Back	Street			
June 3 Building name Please enter the building name Building number *In case there is no building number, please leave it blank. If your address contains a building number and an error occurs when entering in the "building number" field, please enter the number in the "room number" field, please enter the number in the "room number" field, please enter the number in the "room number" field instead. A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next Back				
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Please enter the building name Building number *In case there is no building number, please leave it blank. If your address contains a building number and an error occurs when entering in the *building number" field, please enter the number in the *room number" field instead. A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 Next Back	Building name			
Building number *In case there is no building number, please leave it blank. If your address contains a building number and an error occurs when entering in the "building number" field, please enter the number in the "room number" field instead. A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next > Back	Please enter the	building name		
A Room number 101 Recipient's name * John Smith Phone number of mailing address 000 Next Back	Building number number, please le If your address cont error occurs when e field, please enter ti field instead.	*In case there is ave it blank. cains a building r entering in the "b he number in the	s no building number and an puilding numbe e "room numb	er"
Room number 101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next Back	A			
101 Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next Back	Room number			
Recipient's name * John Smith Phone number of mailing address 000 - 0000 - 0000 Next Back	101			
John Smith Phone number of mailing address 000 - 000	Desiniont's norma	*		
Phone number of mailing address 000 - 0000 - 0000 Next Back	loba C-ith			
Phone number of mailing address 000 - 0000 - 0000 Next Back	John Smith			
000 - 0000 - 0000 Next > (Back	Phone number of	mailing addres	s	
Next >	000 -	0000	- 0000	
Back		Next		
		Back		
				\bigcirc

 ④ Enter the information on the application to stop using the water service.

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After filling in the required fields, tap the [Next] button to show the screen of the application to disconnect water supply (payment information).

4. How to stop water service contract

Screen of the application to disconnect water supply (payment information)

Tokyo Water App
John Smith
Application to Disconnect Water Supply
Step.1 Step.2 Step.3 Confirmation
Payment Information
Payment Information *:Input required
Method of Payment *
Bill -
"Direct debit or credit card payment" is limited to customers who are currently registered for either of them.
If the meter cannot be checked without being present due to an auto-lock or other, or if you want to settle the bill on-site, you will need to be present.
If the date of discontinuation of use is from 2022/12/31 to 2023/01/03, we cannot be present.
In-Person Appointment *
O Not Schedule an In-Person Appointment
Schedule an In-Person Appointment
Confirmation > 9-2
Back
♠ Info Menu

(5) Fill in the payment information for stopping the water service.

<5-1>

If you choose [Schedule an In-Person Appointment], a box for entering the preferred time to be present will be displayed.

If you would like do so.	l like to be present, please select the time you would
When makin be present.	ng your selection, select a time you are sure you will
(Example) If p	you wish to be present by 14:30, lease select "between 13:00 to 14:00".
Desired In-	-Person Appointment Time *
Please s	elect 🗸

<5-2>

After filling in the required fields, tap the [Confirmation] button to show the screen of confirming the application to disconnect water supply.

4. How to stop water service contract

Confirmation screen of the application to disconnect water supply

Tokyo Water App	
John Smith	
Application to Disconnect Water Supply	
Step.1 Step.2 Step.3 Confirmation	
If the information entered below is correct, please press the "Register" button.	
Applicant Information	1
Disconnected Water Supply Customer Number 10-999999-09	l
Postal Code 123-4567	İ
	/
Information of Application to Disconnect Water Supply	ł
Date of Disconnection 2023/01/01	
Mailing Address Postal Code 999-9999	
\gg	
Payment Information Edit	1
Method of Payment Immediate settlement	
In-Person Appointment Schedule an In-Person Appointment	ł
Desired In-Person Appointment Time Any time on appointed day	
Register)
Back	
♠ Info	

- ⑥ Check the applicant information you entered. You can tap the [Edit] button to return to the screen of the application to disconnect water supply (applicant information) and modify the information.
- Check the information you have entered in the application to disconnect water supply. You can tap the [Edit] button to return to the screen of the application to disconnect water supply (information of application to disconnect water supply) and modify the information.
- ⑧ Check the payment information. You can tap the [Edit] button to return to the screen of the application for disconnect water supply (payment information) to modify the information.



This completes the application for stopping the water service.