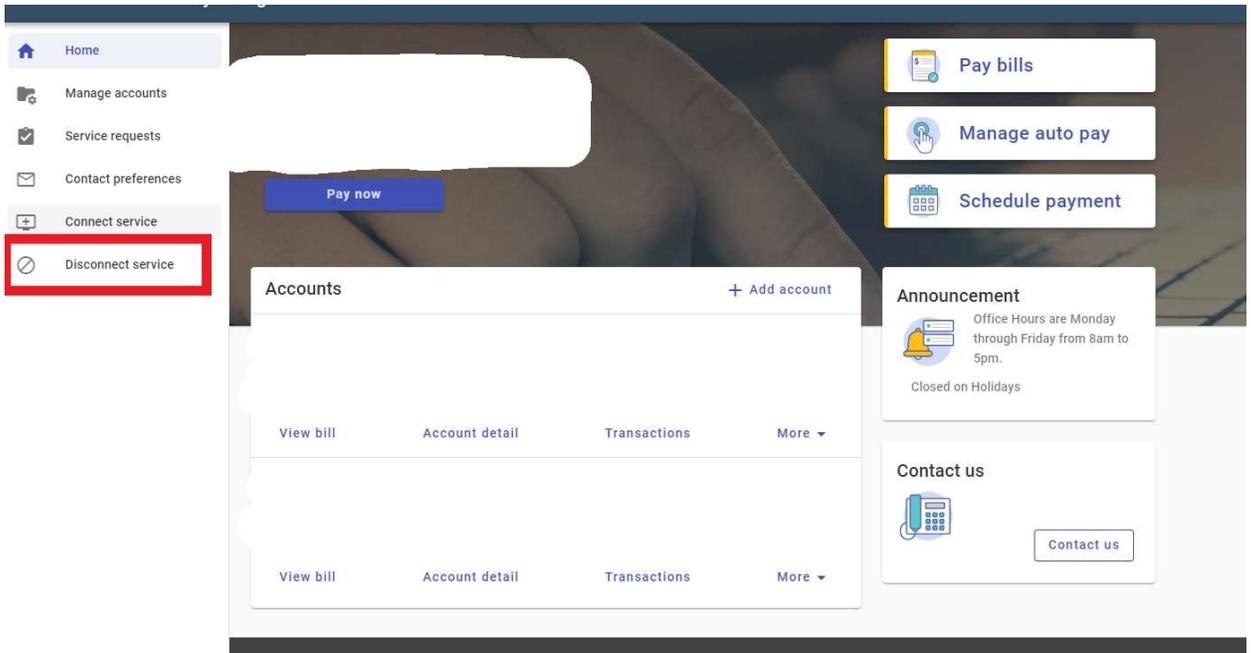


## Requesting to Disconnect Service

1. Visit: <https://rogerswaterutilitiesar.municipalonlinepayments.com/rogerswaterutilitiesar>
2. In the top right-hand corner of the page, please select the "Sign In / Register" button to log in.



3. Once Logged in, please select "Disconnect Service" on the Menu located on the left-hand side of your account homepage.



4. If you have multiple accounts, please select which account you would like to request this service disconnection for.

### Disconnect service

The diagram shows a four-step process flow for disconnecting service:

1. Select account
2. Disconnect date
3. Review
4. Submission

The "Select account" step is currently active. Below the flow, there is a form titled "Select an account to disconnect" with a dropdown menu labeled "Account". A blue "Continue" button is located at the bottom right of the form.

5. Next, you will be asked which date you would like to request this disconnect for and to provide your forwarding address. Please request either text or email to receive notification of your request's approval/rejection.

Select account      **Disconnect date**      Review      Submission

### Disconnect information

Move-out date

Disconnect service on  
02/13/2024 

Forwarding address

Attn

Address 1

Address 2

City

State  Zip

Communication preference

None  Text  Email

- Next, you will be asked to review your request more time, and any notes. Once confirmed you can select “Disconnect” and request to disconnect the selected account’s service. Please remember this is just a request and you will still receive official notification from one of our representatives.

The screenshot shows a four-step process bar at the top: 'Select account', 'Disconnect date', 'Review', and 'Submission'. The 'Review' step is currently active and highlighted. Below the process bar, the 'Review details' section contains labels for 'Account number', 'Disconnect date', and 'Forwarding address'. A large text area labeled 'Note' is provided for additional information. At the bottom of the form, there is a disclaimer: 'By clicking submit you agree to discontinue service at:'. Three buttons are located at the bottom: 'Back', 'Cancel', and 'Disconnect'.

Select account      Disconnect date      **Review**      Submission

**Review details**

Account number

Disconnect date

Forwarding address

Note

By clicking submit you agree to discontinue service at:

[Back](#)      [Cancel](#)      [Disconnect](#)