

Transfer of drinking water supply and/or sanitation



Contact details: www.farys.be/contact - 078 35 35 99

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The departing customer must provide us with a transfer document completed in full. If we do not have all the information, processing the transfer may be subject to delay. In the meantime, the departing customer will be responsible for the water consumption.

If you have problems completing this transfer document, please call 078 35 35 99.

Our staff are available every working day between 8.00 and 18.00.

USEFUL INFORMATION

About the meter reading

1. Where will I find the water meter, the meter reading and the meter number?

- The most common locations for a water meter are: the cellar, the passage, the garage, a meter cabinet, a meter well.
- The meter reading consists of a black/white and a red/white series of figures. Fill in only the black/white figures. If you have difficulty taking the meter reading, please call us on 078 35 35 99.
- The meter number is shown on the water meter.



2. What should I do if I do not (any longer) know the meter reading?

Indicate on this transfer document that you would like an estimate for the transfer. But state the current meter reading, so that we can base our estimate on it.

About the residence/building in question

3. What do I do, if I do not know who the new or the previous tenants are?

Request the details from the owner of the residence and have the owner sign this transfer document (see also Point 8).

4. How do I receive my final bill?

Fill in your new address or billing address on the front page. If you already receive your bills digitally, the final bill will be sent to the email address you provided for this.

5. What should I do if there is no new customer, because the building will be torn down?

The water supply and/or private water supply has to be taken over by the owner.

- In the case of a drinking water connection, the owner will need to request the removal of the supply pipe or the removal of the water meter. You will find further information at www.farys.be/waterlevering-in-leegstaand-pand.
- In the case of a private water supply, the owner will need to provide us with a cancellation form. This may be done via www.farys.be/eigen-water.

General information

6. Can I receive my bills digitally?

Yes, change this yourself via My FARYS, at <https://my.farys.be>, or visit www.farys.be/en/digital-bill.

7. Where will I find the Privacy Policy, the General and Particular Water Sales Regulations and the General and Particular Billing Conditions?

Via www.farys.be/wettelijke-bepalingen. You may ask to receive these documents physically by simply making a request in writing or by phone.

Significance of signature

8. Does this transfer document need to be signed by both parties?

Yes, only then can we regard this transfer as valid and legally contestable (in accordance with Article 2 § 3 of the General and Particular Water Sales Regulations). If this is not the case, we will be unable to process this transfer.

The departing customer can cancel the water supply unilaterally, but only if our services take a meter reading on location, in the presence of the departing customer. A flat-rate fee is billed for sealing the water meter. The suspension is then effected on the date of the meter reading on location.

Once you are using the water supply, you will be regarded as the new customer. As a new customer, you will also complete a transfer document, signed where necessary by the owner (see Point 3).