

Abandon an Existing Water Service

1. If an existing water service is no longer required or has been inactive for 6+ months, a customer or a person acting as an agent for the customer may apply to abandon an existing water service, through the City of Edmonton:

City of Edmonton, Public Services
Sewer & Water Servicing
5th Floor, Century Place
9803 – 102A Ave
Edmonton, AB T5J 3A3
Phone: 780-496-5444
Fax: 780-496-3629

The customer must provide the following information for each water service abandonment request:

- Name and contact information.
- The address of the water service or a service application number.
- The required completion date for the service abandonment (required if the abandonment is to accommodate an upcoming construction project).
- If notification of completion of water service abandonment is required.

Customers should allow at least 30 days from the date of application for completion of water service abandonments.

2. Sewer & Water Servicing will forward the water service abandonment request to EPCOR Water Services Inc. (EWSI).
3. EWSI will complete the water service abandonment on or before the requested completion date if the abandonment is required to accommodate a construction project.
4. EPCOR Water Services will notify customer that the water service has been abandoned. This will only occur for customers that specifically request this during the application process, as noted above.