



Terms and Conditions

Fees, Rates and Charges

- a) The monthly subscription charges, usage charges and other fees for the Service will be as stated in MyWater tariff information, which is subject to change from time to time by MyWater.
- b) Customer shall pay the monthly subscription charges and other charges in accordance with plan opted by the Customer.
- c) OTC payments made to MyWater are nonrefundable.
- d) Customer shall pay the applicable taxes, if any, on the Service.
- e) MyWater may charge nominal fees for service modification such as changes in tariff etc.
- f) The monthly recurring charge shall be increased by 10 % annually.

Billing and Payment

- g) MyWater shall invoice to the Customer not later than the 1st day of each month and the invoice shall be due on 05th of each month.
- h) b. The maintenance and repair caused due to negligence or tampering of unit in any manner by the Customer shall be charged separately other than monthly subscription amount.
- i) In case usage of water exceeds 1,500 liters per month for Residential & 2,000 liters per month for Commercial customers then PKR 02 per liter will be charged against the liters used more than mentioned liters.
- j) Additional charges will apply in case of relocation, decommission or extended features.
- k) All amounts due and payable shall be paid by online, cheque or pay order drawn in the name of "MYWATER (Private) Limited." payees account only
- l) The monthly subscription amount is subject to Sales Tax as applicable in the Province(s)
- m) Any new Government taxes/rates/levies or any increase/decrease in the same shall have an impact on the monthly subscription amount
- n) The billing cycle will be activated from the day when services are activated and acknowledged by customer.
- o) If Customer disputes the Billing Statement, Customer shall submit to MyWater within 05 days from Billing Statement date a letter identifying the disputed portion and submitting the reason for the dispute. Otherwise, the Billing Statement shall be final and conclusive. Any disputed amount resolved in favor of the Customer shall be adjusted in the next Billing Statement. Any disputed amount determined to be payable to MyWater shall be paid within 7 days of the resolution of the dispute. Otherwise, said amount shall be considered overdue
- p) The Customer shall pay for all fees and charges by the due date indicated in the Billing Statement.
- q) MyWater reserves the right to suspend or terminate the services to the Customer if he/she has arrears in payment of subscriptions and the account is suspended for a period of 30 day
- r) Any payments made to MyWater are nonrefundable
- s) To avoid any inconvenience, payments made via cheques must be made at least Two (02) working days in advance from the due date solely (as they may take up to two working days to get processed).
- t) In case of any temporary suspension, the Customer shall clear all outstanding dues and intimate via email or helpline to MyWater

Payment Platform:

You agree and accept that MYWATER is only a facilitator and cannot be a party to or control in any means any transactions on the Site or on a payment gateway as made offered to you by an autonomous service provider. Therefore, the contract of services shall be a mutual contract between you and the MYWATER while the contract of payment on the Site shall be a mutual contract between you and the service provider.

Privacy Policy:

We respect your privacy and want to protect your personal information. Data protection is a matter of trust and your privacy is significant to us. We will only gather information if it is relevant to communications with you.

Refund Policy:

MYWATER issues postpaid bills in which the customers are billed at the end of the month for the services availed by them. The one-time charges (OTC) and Monthly Recurring Charges (MRC) payments are non-transferable and non-refundable