

## Service Guidelines for NWC

<b>eBranch registration</b>	
<b>Service description</b>	This service enables customer to register on the eBranch and benefit from our e-services including viewing bills, knowing your consumption rate and submitting requests, reports and complaints.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Click create account</li> <li>- Fill in the registration form</li> <li>- Register</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/Registration.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Registration.aspx</a>
<b>Targeted sectors</b>	Residential sector

<b>Adding account in the eBranch</b>	
<b>Service description</b>	This service enables registered customers to add the water service account to the lessee or owner.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Click create account</li> <li>- Select the city</li> <li>- Select beneficiary type</li> <li>- Add account number or locate it on the map</li> <li>- Add a nickname (optional)</li> <li>- Add</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/AddAccount.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/AddAccount.aspx</a>
<b>Targeted sectors</b>	Residential sector Commercial sector

<b>Connection request (Water/Wastewater)</b>	
<b>Service description</b>	This service enables you to submit a water/wastewater connection request.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>- Property Deed</li> <li>- Building Permit</li> <li>- Land Division (Optional)</li> <li>- Bank Delegation (Optional)</li> <li>- Location Sketch (Optional)</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to requests section (page top)</li> <li>- Select connection type (water/wastewater)</li> <li>- Upload the required documents (mentioned above)</li> <li>- Accept the terms and conditions</li> <li>- Submit the request</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>

<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/NewWaterAndSewerConnection.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/NewWaterAndSewerConnection.aspx</a>
<b>Targeted sectors</b>	- All citizens and residents in Saudi Arabia

<b>Reports</b>	
<b>Service description</b>	This service enables you to report meter/network water leaks. You can also report sewage overflows and misuse.
<b>eBranch registered customers</b>	<b>eBranch non-registered customers</b>
Customers can submit reports via the eBranch by completing the registration process then signing in to the eBranch.	Customers can submit reports via the eBranch by selecting complaint type, entering mobile phone number, and then submitting the report.

<b>Submit a Water Report</b>	
<b>Service description</b>	This service enables you to report meter/network water leaks. You can also report sewage overflows and misuse.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<p>For registered customers:</p> <ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to complaints section</li> <li>- Click water reports</li> <li>- Select the city and region</li> <li>- Select report type</li> <li>- Add details</li> <li>- Specify report location on the map</li> <li>- Submit</li> </ul> <p>For non-registered customers:</p> <ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Click water reports</li> <li>- Select the city and region</li> <li>- Select report type</li> <li>- Add details</li> <li>- Specify report location on the map</li> <li>- Add mobile phone number</li> <li>- Submit</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> <li>- Unified number 920001744</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/WaterReports.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/WaterReports.aspx</a>
<b>Targeted sectors</b>	- All citizens and residents in Saudi Arabia

<b>Meter activation request (new connections only)</b>	
<b>Service description</b>	This service enables you to submit a request to activate the meter for the new connection after construction completion.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>- Completion of Construction certificate (except for commercial sector in Riyadh)</li> <li>- Installation of conservation tools</li> <li>- Installation of safety covers</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch (for residential sector only)</li> <li>- Click the requests list</li> <li>- Select water connection activation request</li> <li>- Upload the Completion of Construction certificate</li> </ul>

	- Submit the request (for property owner only)
<b>Service execution channels</b>	- eBranch (residential) - Customer service centers (commercial and governmental)
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa">https://ebranch.nwc.com.sa</a>
<b>Targeted sectors</b>	- Residential sector - Commercial sector - Governmental sector

<b>Meter reactivation request (temporarily deactivated)</b>	
<b>Service description</b>	This service enables customer to submit a request to reactivate the meter if it was temporarily deactivated based on customer request.
<b>Service requirements</b>	- N/A
<b>Online service execution steps</b>	- Go to the main page: <a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a> - Click the property account number icon - Select meter reactivation service (for property owner only) - Submit the request
<b>Service execution channels</b>	- eBranch (residential) - Customer service centers (commercial)
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa">https://ebranch.nwc.com.sa</a>
<b>Targeted sectors</b>	- Residential sector - Commercial sector

<b>Property title change request (title transfer)</b>	
<b>Service description</b>	This service enables you to submit a request to transfer the water and wastewater services to a new owner.
<b>Service requirements</b>	- In case the property is mortgaged to a funding entity, a delegation letter issued by the owner to the service beneficiary must be attached (must include 'refer to the National Water Company or the water service provider'). - Copy of the title deed - Signing the service agreement manually or electronically. - A clear copy of the determination of heirs deed, death certificate and the legal guardian ID in case the property belongs to more than one heir.
<b>Online service execution steps</b>	- Sign in to the eBranch (for residential sector only) - Select the water service account - Click change property title - Upload the required documents - Submit the request
<b>Service execution channels</b>	- eBranch (residential) - Customer service centers (commercial)
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/ChangePropertyOwner.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/ChangePropertyOwner.aspx</a>
<b>Targeted sectors</b>	- Residential sector - Commercial sector

<b>Know monthly water consumption rate</b>	
<b>Service description</b>	This service enables registered customers to know their monthly water consumption rate.
<b>Service requirements</b>	N/A

<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Select the account</li> <li>- Display water consumption rate as a chart</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a>
<b>Targeted sectors</b>	Residential sector Commercial sector

<b>Retrieve account number</b>	
<b>Service description</b>	This service enables you to retrieve the number of your property's water service account using your ID number or old account number.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Select know your account number service</li> <li>- Select national ID, resident ID or old account number</li> <li>- Enter the number</li> <li>- Click search</li> </ul>
<b>Service execution channels</b>	eBranch
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/RetrieveAccountNumbers.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/RetrieveAccountNumbers.aspx</a>
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

<b>Account settlement request</b>	
<b>Service description</b>	This service is provided to the owner in case of selling the property.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Select account number</li> <li>- Click account settlement request</li> <li>- Submit the request</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a>
<b>Targeted sectors</b>	Residential sector Commercial sector

<b>Digital bill</b>	
<b>Service description</b>	This service enables registered customers to view and download bills list and details.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Select account number</li> <li>- Click the bills link</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/MyBills.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/MyBills.aspx</a>
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

<b>Bill complaint</b>	
<b>Service description</b>	This service enables customer to complain about a high bill to be reconsidered by relevant employees.
<b>Service requirements</b>	
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Click complaints</li> <li>- Select submit a complaint</li> <li>- Select complaint type (billing)</li> <li>- Select the subdivision</li> <li>- Select the bill</li> <li>- Add complaint details</li> <li>- Submit the complaint</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> <li>- Unified number 920001744</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/SubmitComplaint.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/SubmitComplaint.aspx</a>
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

<b>Water outage</b>	
<b>Service description</b>	This service enables customer to report water outages.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>- Checking the supply schedule for your property via the eBranch</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Select account number</li> <li>- Click account settlement request</li> <li>- Submit the request.</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> <li>- Unified number 920001744</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/SubmitComplaint.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/SubmitComplaint.aspx</a>
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

<b>Property units change request</b>	
<b>Service description</b>	This service enables customer to benefit from dividing property's units based on its current state and the official number of units, which leads to a bill reduction.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>- Electricity bill</li> <li>- Construction permit</li> <li>- Acceptance of terms and conditions</li> <li>- Submission of the request</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Click Change units' number (for property owner only)</li> <li>- Upload documents</li> <li>- Accept the terms and conditions</li> <li>- Submit the Request</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/UpdatingUnits.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/UpdatingUnits.aspx</a>
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> </ul>

**View violations**

<b>Service description</b>	This service enables registered customers to view the violations recorded on their property with images.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Click violations</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/ViewViolations.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/ViewViolations.aspx</a>
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

#### Submit complaint

<b>Service description</b>	This service enables you to submit a complaint about connection fees, meters, violations or service quality and other complaints.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to complaints section</li> <li>- Click Submit complaint</li> <li>- Select the right section</li> <li>- Add complaint details</li> <li>- Submit the complaint</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> <li>- Unified number 920001744</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/SubmitComplaint.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/SubmitComplaint.aspx</a>
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

#### Tanker request

<b>Service description</b>	This service enables you to request a water tanker in cases of outages or being out of network coverage.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<p>Customer with water account:</p> <ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to requests (page top)</li> <li>- Select tanker request</li> <li>- Select tanker size</li> <li>- Submit the request</li> </ul> <p>Customer with no water account:</p> <ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to requests (page top)</li> <li>- Select tanker request</li> <li>- Select province and city</li> <li>- Specify location on the map</li> <li>- Select tanker size</li> <li>- Submit the request</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>

<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/TankerRequest.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/TankerRequest.aspx</a>
<b>Targeted sectors</b>	- Residential sector

<b>Tariff calculator</b>	
<b>Service description</b>	This service enables you to calculate consumption value in an interactive way based on the number of units and consumption amount, with a link to tariff information.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Click Tariff calculator</li> <li>- Specify number of units</li> <li>- Specify consumption rate</li> <li>- Specify the availability of wastewater service</li> </ul>
<b>Service execution channels</b>	- eBranch
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/TariffCalculator.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/TariffCalculator.aspx</a>
<b>Targeted sectors</b>	- Residential sector

<b>Water map</b>	
<b>Service description</b>	This service enables customer to know the water supply schedule for any area selected on the map; the service is available for eBranch registered and non-registered users.
<b>Service requirements</b>	N/A
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Click the water map icon</li> <li>- Select province, city and district</li> <li>- Locate the area on the map</li> </ul>
<b>Service execution channels</b>	- eBranch
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/waterschedule.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/waterschedule.aspx</a>
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

<b>Temporary meter deactivation request</b>	
<b>Service description</b>	This service enables you to request a temporary cut of the water service off your property.
<b>Service requirements</b>	For property owner only via the eBranch
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to the main page</li> </ul> <a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a> <ul style="list-style-type: none"> <li>- Click the property account number icon</li> <li>- Select temporary meter deactivation</li> <li>- Specify meter deactivation reason</li> <li>- Submit the request</li> </ul>
<b>Service execution channels</b>	- eBranch (residential sector)
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/CloseMeter.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/CloseMeter.aspx</a>
<b>Targeted sectors</b>	- Residential sector (eBranch)

	- Commercial sector (service centers)
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<b>Water tank wash approval request</b>	
<b>Service description</b>	This service enables you to obtain an approval to clean the water tank of your property.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>• The customer may request one approval every six (6) months and may change the washing date prior to the expiry of the previously specified period.</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Select the tank wash approval request from requests tab at the page top.</li> <li>- Select date for tank washing</li> <li>- Submit the request</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/TankWash.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/TankWash.aspx</a>
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> </ul>

<b>Meter relocation request</b>	
<b>Service description</b>	This service enables you to request to move the meter of your property.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>- Available for property owner only</li> <li>- Specifying the new meter installation location in a sketch and attaching a printed picture of the property.</li> <li>- Payment of all debts due on the account</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to the main page: <a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a></li> <li>- Click the property account number icon</li> <li>- Select meter relocation request</li> <li>- Accept the (meter relocation) message that appears on the screen</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- Customer service centers (commercial)</li> <li>- eBranch (residential)</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a> By clicking the property account icon.
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

<b>Full debt payment request</b>	
<b>Service description</b>	This service enables customer to request to pay the full amount of debt.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>- Available for property owner only</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Go to Bills page <a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a></li> <li>- Click Bills icon</li> <li>- Accept the (meter relocation) message that appears on the screen</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a> By clicking the property account icon.
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

<b>Water service termination request</b>	
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<b>Service description</b>	This service enables you to submit a request to terminate services due to renovation or reconstruction works.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>- Copy of personal identification</li> <li>- In case the property is mortgaged to a funding entity, a delegation letter issued by the owner to the service beneficiary must be attached (must include 'refer to the National Water Company or the water service provider').</li> <li>- Copy of the title deed.</li> <li>- Signing the service agreement manually or electronically.</li> <li>- A clear copy of the determination of heirs deed, death certificate and the legal guardian ID in case the property belongs to more than one heir.</li> <li>- Demolition letter from the Secretariat or a government expropriation letter (available for property owner only).</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to the main page: <a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a></li> <li>- Click the property account number icon.</li> <li>- Select the service</li> <li>- Upload the title deed and demolition letter</li> <li>- Accept the terms and conditions</li> <li>- Submit the request</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- Customer service centers (commercial)</li> <li>- eBranch (residential)</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/ServiceTermination.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/ServiceTermination.aspx</a> By clicking the property account icon.
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

<b>Water meter/wastewater connection diameter change request</b>	
<b>Service description</b>	This service enables you to request to change the diameter of your property's water/wastewater connection.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>- Available for property owner only</li> <li>- Approval of service provider based on building requirements.</li> <li>- Preparing the new installation location by making the water/wastewater connection outlet visible.</li> <li>- Providing the same type of porcelain, marble or tiles as those of the pavement to install them after installing the meter/wastewater connection.</li> <li>- Municipality's approval to issue the excavation license</li> <li>- Payment of all debts due on the account</li> <li>- A copy of the building permit</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to the main page: <a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a></li> <li>- Click the property account number icon</li> <li>- Select Change meter diameter</li> <li>- Accept the meter diameter increase message that appears on the screen</li> <li>- Submit the request</li> </ul>
<b>Service channels</b>	<ul style="list-style-type: none"> <li>- Customer service centers (commercial)</li> <li>- eBranch (residential)</li> </ul>
<b>Service eBranch link (if applicable)</b>	N/A
<b>Targeted sectors</b>	<ul style="list-style-type: none"> <li>- Residential sector</li> <li>- Commercial sector</li> </ul>

<b>Debt installment request</b>	
<b>Service description</b>	This service is available when there are accumulated debts and the customer wishes to install them over specific periods.
<b>Service requirements</b>	<ul style="list-style-type: none"> <li>- Available for property owner only</li> <li>- In case the customer does not comply with the monthly payments, the agreement shall be void.</li> </ul>
<b>Online service execution steps</b>	<ul style="list-style-type: none"> <li>- Sign in to the eBranch</li> <li>- Go to the main page: <a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a></li> <li>- Click the property account number icon and select the service</li> <li>- Select the number of installments</li> <li>- Accept the acknowledgement and undertaking</li> <li>- Submit the request</li> </ul>
<b>Service execution channels</b>	<ul style="list-style-type: none"> <li>- eBranch</li> </ul>
<b>Service eBranch link (if applicable)</b>	<a href="https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx">https://ebranch.nwc.com.sa/Arabic/Pages/Dashboard.aspx</a>
<b>Targeted sectors</b>	Residential sector (eBranch)