

EXAMPLES

The new policy will affect utility customers in different ways depending on their situation. Please review the section below that is applicable to your own circumstances.

I am the owner of the property and receive the City utility bill.

You don't have to make any changes; you will continue to receive your monthly utility bill.

- 1) If you sell your property, contact the City and complete a termination request.
- 2) If you lease your property, you will continue to receive the utility bill, you can also request a copy be mailed to a tenant or property manager.
- 3) If the property is vacant and no water usage is registered, you will be charged the monthly service availability charge for water and sewer.

I am a tenant and receive the City utility bill.

Please contact City Hall to ensure we have the correct contact information for your landlord.

- 1) Your landlord will determine if a copy of the bill will continue to be mailed to you and direct the City to receive payment from you.
- 2) When you vacate the property, your landlord will notify the City.

I own property where the water is off, the account is inactive and I don't receive a bill.

Beginning August 1, 2014 you will receive a monthly billing for the water and sewer service availability charge.

- 1) When water usage is reflected, the account will become active and regular monthly billing charges will be reflected.
- 2) If you lease your property, you may elect to have the City send a copy of the monthly bill and receive payment from the tenant or property manager. An authorization form is required to be completed.
- 3) If you sell your property, a termination form is required.

I own property and the utility account is in the name of a third party.

Contact the City to ensure your contact information is correct.

- 1) If you wish to have a copy of the utility bill sent to your tenant or property manager completion of an authorization form is required.
- 2) Effective July 1, 2014 you, as the property owner, are required to notify the City when the tenant vacates the property.