



City of Washington

UTILITY APPLICATION POLICY & PROCEDURE MANUAL

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Application For Service

Every utility customer, before obtaining service, will be required to complete a Utility Service Application form. The proper application for service, when made by the customer and accepted by City of Washington utility billing personnel, shall constitute a contract for service.

All applications for service shall be in the true name(s) of the party(ies) who will be using the service. In case of any violation of this provision, the department may discontinue service to such customer immediately.

Application Procedure

1) New Customer

- a) Complete utility application. A signature is required on all applications. If requesting a joint account, both applicants must sign the application.
- b) Applicant must present a valid drivers' license or valid state/Federal issue photo ID. A copy will be placed on file with the utility application. If the account is a joint account, a copy of both applicants' driver's license or state/Federal issue photo ID is required.
- c) In order to be considered tax exempt, appropriate exemption paperwork must be provided by the applicant(s).
- d) All required deposits and connection fees as established by ordinance must be paid in full.
- e) Applications and copies are kept on file at City Hall.
- f) Only customers listed on the application may make payment arrangements or changes to the account.

2) Existing Customer Moving to a New Address

- a) Information on the application file is verified. If not up to date, or identification documents provided are no longer current, updated information must be provided and/or a new application completed.
 - i) Any outstanding delinquent bills must be paid in full before another service may be established.
- b) If current services are terminated within 5 days of the transfer, the deposit may be transferred to the new account.
- c) If customer desires to keep the previous service on longer than 5 days, a new deposit must be made for the new account, along with any associated connection fees. The deposit on the old account will be applied to the final bill and any credit refunded once the account is closed out.

3) Change of Address or Other Contact Information

If a customer wishes to change the information on their account, they must be able to provide identifying information or otherwise verify they have authority to make changes to the account before changes will be made.

Denial of Service to a Customer

Service may be refused to a customer when there remains an unpaid account balance for services previously provided. The City shall not be required to provide service to an applicant who uses an alias, trade name, business name, or the name of a relative or other person as a device to escape payment of an unpaid obligation. Utility service shall be denied or discontinued for any person, persons, groups, or businesses who have any delinquent account(s) and are a recipient, beneficiary, or consumer of a commodity, whether or not such account is under another name.

Notification of Deceased Customer

Primary Account Holder

- 1) If the deceased was the primary account holder, the contract of the deceased customer is null and void. After notification of death, a power of attorney becomes null and void. The personal representative of the estate has the obligation to take care of the account.
 - a) The City of Washington will require verification of a court appointed representative of the estate, if applicable.
- 2) The City of Washington will need new contact information and billing and/or mailing address for the personal representative. This will be handled as a name change only. If the personal representative is not willing to do this, the City of Washington will disconnect utility services until all charges are paid in full.
 - a) No new account will be established at this address until the deceased's account is paid in full, unless the property has been sold or transferred to a new customer.

Surviving Spouse/Co-Occupant/Account Holder

- 1) If other person(s) are signatories on the account, then said person(s) are required to update the account by providing proof of death via death certificate and/or obituary, and updating all contact information.
- 2) If other person(s) are not signatories on the account, but show proof of award of the property to them by official court documents, it can be handled as a name change only.
- 3) If the other person(s) are not signatories on the account and have no official court documentation, then said person(s) are required to fill out a new application and required to put up new deposits.
 - a) The existing deposit will be applied to the account and a refund check, if any, will be issued in the name of the deceased occupant and can be handled by the estate.
 - b) If a remaining balance is owed after the deposit is applied, it will be mailed and can be handled by the estate as well.
 - 1) Unpaid balances may be collected by any legal means afforded the City of Washington.

Meter Deposits

All new customer applications for any city utility service will be subject to meter deposits as adopted by City ordinance. The following guidelines provide additional guidance to meter deposit policies.

Rental Deposits

- 1) If the utilities for a rental property are to be kept in the property owner/landlord's name, the property owner/landlord must put up the deposit.
- 2) If the utilities are to be in the tenant's name, the tenant must put up the deposit.
- 3) Property owners/landlords are required to have a deposit for each active property in their name. If the property owner/landlord chooses, this deposit can be retained for that specific account when a tenant establishes an account in their name, and it will remain on file in the event the tenant moves out.

Transfer of Deposits

If a customer wishes to relinquish their utility deposit to another person for any reason, the following steps are taken:

- 1) The customer who holds the deposit must sign a Transfer of Utility Deposit Form.
- 2) The person receiving the transferred deposit must come in and sign the form and complete all requirements to establish their account, including completion of a utility application.
 - a. It will be noted on the account that the deposit was transferred from one customer to the other.

Payment Locations and Options

A customer may pay their utility bill in the following ways:

In person or via the walk-up window at City Hall, 301 C Street, Washington, KS.

- 1) Cash.
- 2) Check/electronic check (unless otherwise noted).
- 3) Credit or debit card (unless otherwise noted), subject to any additional fees.
- 4) Money order/cashier's check.
- 5) ACH (automated clearing house) – automatic withdrawal.
 - a. ACH requires a completed and signed authorization form.
 - b. A voided check or deposit slip, or a letter confirming routing and account information on bank-issued correspondence, is required.
 - c. If a customer requests to cancel or make a change to an ACH, the customer must notify City of Washington at least ten days prior to the bill due date.
 - d. In the event the City of Washington is notified of the death of an ACH account holder, the account will be removed from ACH and notification sent to the address on file that the account is no longer eligible for ACH.