



All rentals are required to have a "Landlord Deposit" If you do not have one on file, please contact our office. Without the Landlord Deposit, if your tenant moves out, the services will not automatically roll back into your name.

When your tenant requests utility service, our office **will require** a copy of a lease from you to verify the name requesting utilities matches the name on the lease along with the address of the property they will be renting. **The lease must be complete and signed.** Without the copy of the lease, services will not be transferred into the tenant's name. **Phone calls in lieu of a lease will not be accepted.** If several names appear on the lease, all names will be checked for outstanding balances with the city. Services will not start until all accounts are paid in full.

The Landlord Deposit is a \$100 per rental house. A card will be completed with your information including a list of your rentals and contact information. By completing the card, it 1) lets our office know that you have paid, 2) gives us the information we need to know about your rental(s) and 3) what is expected of the landlord. If you purchase more rentals, it is **YOUR** responsibility to contact our office to update the information.

Landlords **pay all services except sanitation.** Landlords pay the customer charge on the sewer and they must pay the water and sewer debt fees. Please inform your tenants that the City has the right to contact the landlord in the event of their failure to pay their utility bill.

Regular and Termination billing dates will be in effect. If the regular billing is not paid in the time allowed, it will be treated like any other account and will be disconnected. If the termination billing is not paid, it will be transferred to your house account or to an existing account in your name. **We encourage you to set your accounts up in [www.xpressbillpay.com](http://www.xpressbillpay.com).** This will resolve forgetting to pay your accounts.

A **\$145.00 fee will be charged for reconnection** or other services after hours. A \$85.00 fee will be charged during regular business hours if it is a non-emergency or non-repair request.

**Realtors** — A signed release will be required before information will be released on any account. Please make sure you obtain this from the sellers of the home you have listed. If a seller is signed up for [xpressbillpay.com](http://xpressbillpay.com), the seller can obtain and print their history themselves.

We advise you to have your **tenants put the utilities** in their name. You are responsible for the account if you choose not to have them put it in the renter's name. If your tenant is disconnected for non-payment of services, services are left off for 24 hours. (Unfortunately in many cases, the only way to get delinquent accounts in the office to pay their bill is to disconnect their services.) If they fail to contact us to get their services back on within the 24 hours, I will contact you and we can decide where we go from there. In the event of bad weather, I will contact you before we disconnect services to verify if your tenant is still there. You can also choose to have the account rolled over to you immediately, if you don't want their services shutoff.

Landlord \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

Realtor/Manager \_\_\_\_\_

Shutoff on transfer: Electric  
Water  
Both

Allow 24 hour shutoff of tenant then contact Landlord. \_\_\_\_\_

Immediate rollover to Landlord with no contact. \_\_\_\_\_

Contact number \_\_\_\_\_

Signed \_\_\_\_\_

Landlord deposit on file: Yes \$ \_\_\_\_\_ No \_\_\_\_\_ (office use only)

