



IMPORTANT NOTICE TO LANDLORDS REGARDING YOUR RENTAL PROPERTY

1. All owners of a property served within the District are responsible for payment of their account and remain responsible even when tenant occupied.
2. The District WILL NOT seek collection for final payment from ANY previous tenant.
3. Your name and/or your Management Agency's name will remain in your account information at all times.
4. A new tenant's name will be added to your account information only after you, the Management Agency or the new tenant, have notified us. At all other times the monthly statement will be sent to you or to your Management Agency.
5. Only when a tenant's name has been added to your account will the monthly statement be sent to the service address. All new tenants will receive a packet with information regarding their service, the status of the account as well as a copy of this letter.
6. Only when a tenant's name has been added to your account will any information about the account be discussed with them except when they receive a Shutoff door hanger. If the tenant does not get the monthly statement and they get a Shutoff door hanger, they are responsible for contacting you. No reminder or shutoff notice will be mailed to you. Any account that is 60 days past due is subject to shutoff per District Policy. Payments must be received within 48 hours to prevent shut off and any related charges.
7. The District must receive notice of at least 48 hours prior to the move-out date from either the tenant or the owner/Management Agency, as applicable.
8. If a tenant's name has been added to your account information, they will be authorized to contact the District to notify us of their move-out date. The tenant's name will be removed from the account, a final read and billing statement will be sent to both tenant and Owner/Management Agency within 48 hours of the move-out date or notification, whichever date is later.
9. Move out dates cannot be back-dated. All changes to account information will be processed up to 48 hours after being notified, if it received after the move-out date. All discrepancies between the owner and tenant as to who should pay for any portion of a bill prior to the move-out date or notification date must be resolved between the owner and tenant—not the District.

While we must have a current Billing Authorization on file to add a new tenant's name to your account; we no longer require a new Billing Authorization every time there is a change in tenancy. But, if any information included on your Authorization should change, a new one is required.

If you have any questions, please call our Billing staff at 303-530-4200 Extension 212 or 213.