



ORRVILLE UTILITIES

Delinquent Utilities and Service Transfer Policy / Procedure

Implementation of Policy

Procedures and Policies associated with property owner responsibility of tenant utility bills shall not apply to current utility accounts, in a tenant's name, at a rental address until such time as the current tenant moves and is replaced by another tenant. The policy adopted April 9, 2018 shall take effect on January 1, 2019. Throughout this document the term "tenant" is applicable to commercial building tenants, multi-family or single family residential rental property tenants.

Customers who have established service on or after the policy effective date of January 1, 2019 will cause formal implementation of this policy. When service has commenced after the policy date the property owner will be responsible for the payment of any and all charges billed for electricity, water, sewer and sanitation service used at his, her or their property after reasonable collection efforts have been made.

New Account Set Up

1. New property owners of owner occupied residences will require at least one property owner to complete a Utility Service Application in person at the Utility Billing Office to establish service.
2. Rental properties will require that at least one tenant complete a Utility Service Application in person at the Utility Billing office. Tenant must provide a current Rental Agreement to ensure the property owner has authorized said Tenant to establish utility service. Occupants of rental properties will also be required to authorize disclosure of their account status, at any time, to the rental property owner.
3. A deposit for service will be determined based on the customer's personal credit history or business credit history (for commercial properties) which is obtained by using a third party provider.

Any customer, whose account has previously been written off for non-payment or had a balance transfer to the rental property owner will be required to pay the deposit established for the highest credit risk. Said deposit will remain on the account until the account closes.

4. Following completion of a Utility Service Application, and payment of applicable fees and / or deposit, utility service will be established the next business day.

Delinquency and Disconnection Procedures

1. If a rental or commercial property owner has completed any one of the 2 available Landlord / Property Owner Transfer Agreement (Attachments 1, 2) the rental / commercial property owner will be notified, by email, when a tenant account reaches delinquent status. In the case of owner occupied properties the occupant whom established service will be notified once their account reaches delinquent status.
2. Failure to execute a Landlord / Property Owner Transfer Agreement, or update the Landlord / Property Transfer Agreement with current information, will result in NO NOTIFICATION of delinquent accounts and or disconnection of services.
3. After a disconnection notice is issued, payment must be made in accordance with the date stated on the notice to avoid disruption of service. Property owners may contact Orrville Utilities to inquire the status of tenant(s) utility accounts at any time if tenants application date for service is dated on or after January 1, 2019.
4. If disconnection of utility services for non-payment or cancellation of service requires access to the inside of a

property the property owner is responsible for providing access, per Orrville Utility Rules and Regulations, to a representative of Orrville Municipal Utilities. Failure to provide access will result in future billings (discontinuation and forward) reverting to the property owner

- 5. After utility services have been disconnected for any reason (non-payment, move-out, abandonment, non-meter access, theft, fraud, noncompliance, dangerous/hazardous conditions or request for disconnection), and the account is not brought current within 90 days any outstanding electric, water, wastewater and sanitation balances, including penalties, will become the responsibility of the Rental Property Owner. If the transferred account balance is not paid within 45 days the remaining balance will be assessed to the property taxes along with a 10% assessment fee through the process described by the Wayne County Auditor. **PLEASE NOTE:** Orrville Utilities Wastewater Division General Rules and Regulations GENERAL 1 and ORC 729.49 provide this authority. The Water Division General Rules and Regulations GENERAL 1 and ORC 743.04 provide this authority. The Electric Division General Rules and Regulations 17 Consumers Liability, provide this authority.

- 6. Delinquent amounts incurred by tenants *prior to the implementation of this policy* shall stay with the tenant and shall not be considered for property assessment.

Ownership of Property Transfers to Realtor or Financial Institution (repossession)

If ownership or stewardship of a property with an unpaid utility account transfers to either a realty company (temporary) or to a financial institution (i.e. repossession, foreclosure, etc.) said utilities will not be commenced in the name of final purchaser until all amounts owed for all utility services are paid in full.