

# LEAVE-ON AGREEMENT QUESTIONS AND ANSWERS

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## **Q: IS THERE A CHARGE WHEN SERVICE IS TRANSFERRED TO THE OWNER'S NAME?**

A: A processing fee is assessed each time billing service is started. The fee recovers part of the costs associated with taking the application for the new party; processing the order to restore service and/or read the meter(s); processing the completed order and readings to start billing in the new party's name. If there is an "Owner Leave-On Agreement" on the account, we already have the application information for the owner and only have to read the meter(s) to transfer service. This saves the Metropolitan Utilities District (M.U.D.) money and this savings is passed on to the owner in the form of a reduced processing fee.

## **Q: WHAT IF SERVICE IS PHYSICALLY OFF AT THE TIME I REQUEST TO BE SET- UP ON AN OWNER LEAVE-ON AGREEMENT?**

A: M.U.D. must restore service in addition to reading the meter(s) at the time the turn-on request for the owner is processed; because of this, the full processing fee is billed.

## **Q: WHAT HAPPENS IF THE OWNER REQUESTS THAT SERVICE(S) BE PHYSICALLY SHUT-OFF WHILE THE OWNER LEAVE-ON AGREEMENT IS IN EFFECT?**

A: For any number of reasons the owners may request that we physically shut the services off. There is no charge to turn them off. If the owner wants to have services restored before a new tenant applies, the owner will be billed the full processing fee.

## **Q: WHAT HAPPENS IF THE TENANT TERMINATES SERVICE BEFORE THE END OF THEIR LEASE AGREEMENT WITH THE OWNER?**

A: Lease agreements are binding only between the parties listed on the agreement. M.U.D. is not a part of that lease agreement. As a condition of the "Owner Leave-On Agreement", the owner agrees to be responsible for service(s) whenever the tenant requests the service(s) be terminated in their name. Any dispute must be resolved between the owner and tenants.

## **Q: HOW DO I CANCEL AN OWNER LEAVE-ON AGREEMENT?**

A: To cancel the agreement, call Customer Service at 402.554.6666. A letter confirming this cancellation will be mailed to you. If you sell the property, we request that you contact us so we can cancel all the agreements that are active for the particular property that is sold. This will ensure that you will not be billed for services after you no longer own the property.

## **Q: WHAT TYPES OF OWNER LEAVE-ON AGREEMENTS ARE OFFERED?**

A: All agreements are continual. The service(s) automatically transfer to the owner anytime the tenant requests the service(s) off. The agreement is for each individual service. For instance, the premises may have M.U.D. gas and water service. The owner may request that only one or all of the services default to them when a tenant moves out. If sewer is billed with the water and the water service has an agreement on it, the sewer will also be set-up with the agreement. In Bellevue and Ralston, trash may also be set up on the agreement.

## **Q: WILL I BE NOTIFIED IF THE TENANT'S SERVICES ARE TERMINATED FOR NON- PAYMENT?**

A: In order to maintain customer confidentiality, we do not notify owners prior to a shut-off. Once services have been disconnected, as a courtesy we do send out a form letter to the owner. We make a concerted effort to send the letter promptly after every disconnect, however since it is a manual process there is the risk of the account being overlooked.

M.U.D. now offers a "Default Customer Revert Letter" program. These letters will be mailed out to the owner whenever a tenant applied for service, moves out, or is shut-off for non-payment at one of their rental properties. There is a slightly higher processing fee charged to the default owner for this service due to the additional cost of mailings and administration. As the owner you must sign-up for this service on **all (or none)** of the properties with leave-on agreements.

Another option available is the "Third Party Notice" agreement. With this option, M.U.D. would notify both owner and tenant if the account is at risk for shut-off due to a delinquent bill (whenever a shut-off notice is generated). Due to confidentiality requirements, the tenant/customer must agree in writing to allow the owner to receive these notifications.