



Administrative Policy

Title: Customer Care – Change Primary Name				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.002	07-02-12 (N/A)	01-03-17		

This Policy had been issued without a known Policy Number. Effective on the Renumber Date noted above, this Policy is hereby renumbered as the Policy Number noted above.

The latest version of the Policy is attached hereto and incorporated herein by reference.

Attachment: Policy (UNKNOWN #)
Issued: 07-02-12
Revised: N/A

DEPARTMENT OF WATER & POWER

.....**CUSTOMER #** k-

SUBJECT: Change Primary Name					
Section:		Position:	Issue Date:	Revision Date:	Supervisor Approval:
#	#	Senior Customer Svc. Rep./Cust Svc. Rep.I/II	07/02/2012		General Manager

Purpose: The Corona Department of Water & Power’s (CDWP) policy is to ensure that the identity of all parties on the utility account has been verified, permission to be financially responsible for the account has been given and the credit for the account holder has been checked.

This procedure applies when an account holder is transferring an account over to a previously unlisted spouse due to a separation or divorce. When an account holder has passed away, see the “Deceased Account Holder – Account Transfer” procedures.

Step 1: Obtain Authorization

- In the case of separation or divorce, obtain permission from both parties for the change; add a forced note if both parties are not available on the phone at the same time.
- Check to see if a deposit is being held on the account.
 - If there is a deposit on the account:
 - Inform the current account holder they may forfeit the deposit by transferring the account into someone else’s name.
 - If they agree, the existing account holder must sign a statement showing they understand the community property laws of California.
 - This may be completed by coming into City Hall, fax, or email.
 - Create an Account Information Update Form in CIS, Figure E, through the Contact tab, Letters tab and then create a new letter by selecting “Form - Account Information Update” from the Letter Type drop down field.
 - If the customer does not want to forfeit the deposit, the account must be closed and the incoming account holder must open a new account.
- After obtaining permission from both parties and the signed statement, proceed with Step 2, Identity Check.

Step 2: Identity Check:

- Check CIS to see if the new account holder has been run through OUE by searching for a prior account.
- If the new account holder has an account that started after January 2009, proceed to Step 5, Adding the Account Holder.
- If he or she has never had service before or had service prior to January 2009, continue in this section.
- Advise the new account holder that we need to run an identity check prior to adding him or her to the account using the following script:

In order to add you to this account today, I need to run your personal information through Experian for an identity check. This will act as a soft hit on your credit, so it will not adversely affect your credit score. I will need your social security number, driver's license number and date of birth. Do I have your permission to proceed?

- After obtaining the new account holder's permission to run the credit check/ID verification, proceed to Step 3, Run the Identity Check.

Step 3: Run the Identity Check

- Log in to the OUE website at <http://www.onlineis.com/start/login.asp>.
- Fill in the highlighted fields in the form, see Figure A, and click on 'Submit Application.'

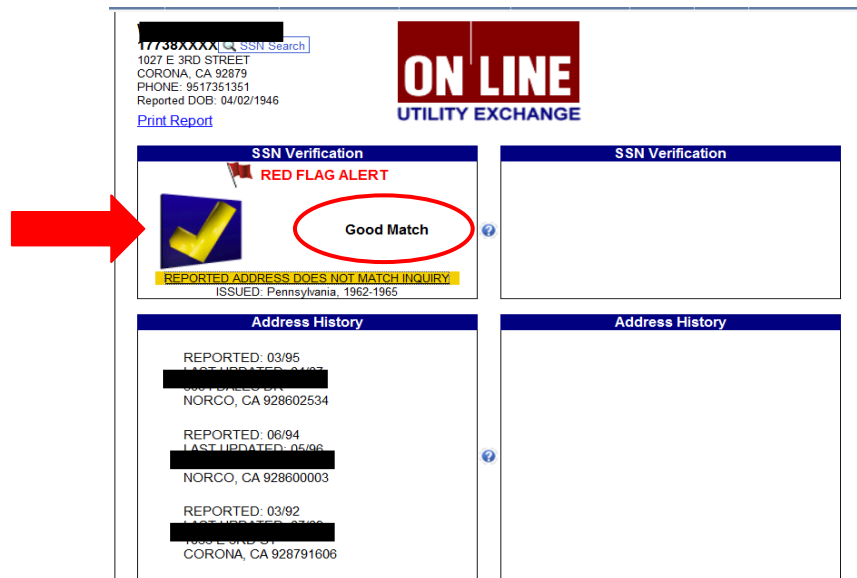
 - Service address
 - First and last name (verify the spelling with the customer)
 - Social security number (no spaces or dashes)
 - Phone number (no spaces or dashes)

Figure A.

The screenshot shows the 'ON LINE UTILITY EXCHANGE' website interface. The header includes the logo and the slogan 'We Eliminate Bad Debt!™'. Below the header is a navigation menu with options like 'NEW', 'REPORT LIST', 'INBOX', 'COMMERCIAL', 'COLLECTIONS', 'HR REPORTS', 'SKIP TRACING', 'TOOLS', and 'HELP'. The main content area displays a 'Submit New Request' form for 'XPN - UTILITY EXCHANGE REPORT'. The form is divided into two sections: 'ACCOUNT INFORMATION' and '1st APPLICANT'. The 'ACCOUNT INFORMATION' section has fields for Account Number, Service Address (555 Johnson St), City (Corona), State (CA), and Zip (92882). The '1st APPLICANT' section has fields for Title, First Name (Nadia), Middle Name, Last Name (Leukeh), Maiden Name, Generation, SSN (555555555), and Primary Phone (951555555). A red arrow points to the 'Submit Application' button at the bottom right of the form.

- In a few moments, another screen will appear, see Figure B. This screen will tell whether or not the customer’s social security number matches his or her name, as well as if they have had service with the CDWP in recent history.
- If OUE reports that it is a ‘Good Match,’ proceed to Step 4, Check for Previous History.
- If an outcome other than “Good Match” is shown, refer to the “Identity Alert/Match to Other Name” section of the “New Sign-up” procedure.

Figure B.



Step 4: Check for Previous History:

- Search CIS using the customer’s information to see if he or she has an outstanding balance on an existing or previous account.
- Search by at least two pieces of information in CIS, such as:
 - Name
 - Driver’s License number
 - Social Security Number
- If ‘Reported Address Does Not Match Inquiry’ appears on the Credit Check, click on it to expand the address history.
 - Check to see if any of the addresses are in Corona.
 - For addresses in Corona, check to see if the new account holder is listed anywhere on active or previous accounts with an outstanding balance.
 - If you find a record of a new account holder with a balance owing, consult a Senior Customer Service Representative (CSR) or Supervisor to determine how to proceed.
 - If the new account holder is not found, proceed to Step 5, Adding the Account Holder.

Step 5: Adding the Account Holder:


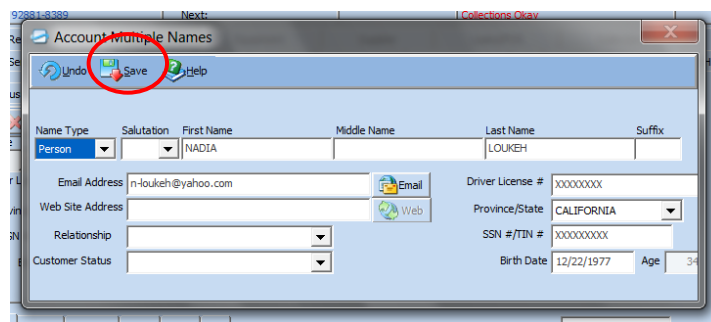
- In CIS, open the Customer Account Inquiry form and go to the 'Customer' tab.
- Click on the 'Add Additional Name' icon: .
- Select a name type from the drop down menu, either business or person.
- Complete all required fields:
 - First and last name
 - Driver's license number
 - SSN # (Social security number with no dashes or spaces)
 - Birth Date
 - Email Address
 - All phone numbers (cell, home, work, etc.)
- Click on 'Save' shown in Figure C.

Figure C.



The screenshot shows a web form titled "Account Multiple Names". At the top, there are navigation buttons: "Undo", "Save" (circled in red), and "Help". Below the buttons, the form is organized into several sections. The "Name" section includes dropdowns for "Name Type" (set to "Person") and "Salutation", followed by text input fields for "First Name" (NADIA), "Middle Name", "Last Name" (LOUKEH), and "Suffix". The "Contact" section includes "Email Address" (n-loukeh@yahoo.com) with an "Email" icon, "Web Site Address" with a "Web" icon, "Relationship" (dropdown), and "Customer Status" (dropdown). The "Identification" section includes "Driver License #" (text), "Province/State" (dropdown set to CALIFORNIA), "SSN #/TIN #" (text), "Birth Date" (12/22/1977), and "Age" (34).


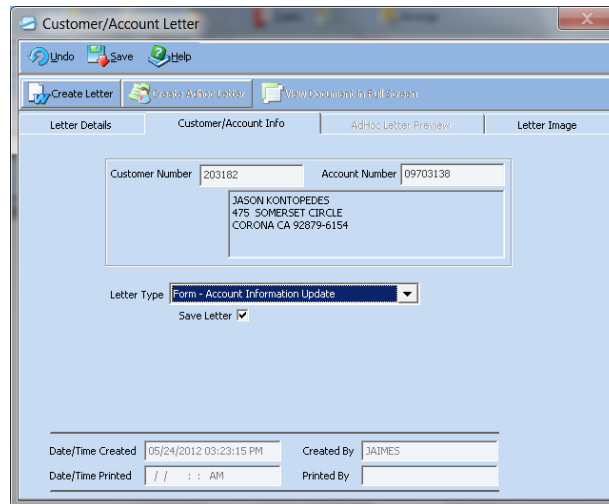
- Create a change request form to update the account with the new account holder information. No fees will be charged for this change.
 - Click on the 'Letters' tab under 'Contact' in CIS.
 - Click on the 'Add New Letter' icon: .
 - Select the 'Letter Details' tab and enter the date in the 'Print Date' field.
 - Select the 'Customer Account Info' tab, see Figure D.
 - On the 'Letter Type' drop down menu, select 'Form - Account Information Update.'
 - Click on 'Create Letter.' See Figure E for an example.

Figure D.



- Place a note on the account to document what is being done, i.e. adding spouse, etc.
- Attach back-up to the change request form, including:
 - Signed statement showing acknowledgement of community property laws of California (when applicable).
 - Screen shots of any existing account holder information (found on 'Customer' tab).
- Once the Account Information Update form is completed, print it, select save in CIS and submit it to a Senior CSR or Supervisor for approval and completion.

Figure E.



400 S. Vicentia Avenue
 P.O. Box 950
 Corona, CA. 92878
 951.736.2321

City of Corona Department of Water & Power
 Utility Billing Division
Account Information Update Form

Customer #: 200665		Account #: 03807908	
Customer Name: LALITHA MALLA			
Service Address: 2678 BUENA VISTA AVENUE			
Primary Account Holder		Please Check One: <input type="checkbox"/> Owner <input type="checkbox"/> Tenant	
Name:			
Social Security #:		Birth Date:	
Driver's License #:		State:	
Home Phone:		Work Phone:	
Cell Phone:		Other:	
E-mail Address:			
Secondary Account Holder (if applicable)			
Name:			
Social Security #:		Birth Date:	
Driver's License #:		State:	
Mailing Address (if different from service address):			
Reason for Change:			

Account Holder's Signature: _____ Date: _____

"I understand the California community property laws. If challenged, I agree to pay my spouse ½ the amount of the prepayment."

Signature: _____

FOR CITY USE ONLY		
Request taken by:	JAIMES	7/2/2012
Approved:		
Entered:		
Audited:		