
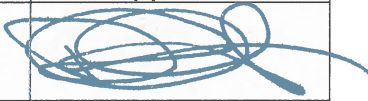




## Administrative Policy

Title: Customer Care - Multi-Unit Disconnection				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.005	05-02-14 (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: 05-02-14  
Revised: N/A



# DWP POLICY

**SUBJECT:**

Page 1 of 1

**Multi-Unit Disconnection**

<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval:</i>
Customer Care	CSR I/II/III Flex	5/2/2014	N/A	Jonathan Daly

**Purpose:**

The purpose is to establish uniformity regarding the procedure by which multi-unit properties will be disconnected due to non-payment.

**Procedure:**

1. Notify the Customer Care Supervisor that the account for the multi-unit is in default and your intention to prep the account for disconnection.
2. Notify the tenants of the property by placing a notice at each tenant's door at least 15 days prior to disconnection. Post the same notice in a general and public area on the premises.
  - a. The notice (which shall be printed in English and Spanish) shall state that unless a tenant signs up for service and assumes responsibility for payment of the entire account, or the landlord/owner pays the balance, services will be disconnected within 15 days. If the tenant signs up for service, he/she is not responsible for the current past due balance, just the balance going forward.
  - b. Make a copy of the notice as well as maintain a listing of how many notices were distributed, to what units and the date/time of distribution. Provide the packet of information to the Customer Care Supervisor for file.
3. Send, via certified mail, a copy of the notice to the account holder.
  - a. Copy the notice, envelope and certified mail forms/receipts and provide the package to the Customer Care Supervisor for file.