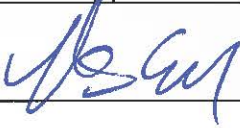
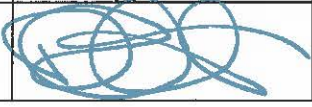




## Administrative Policy

<b>Title: Deceased Account Holder - Account Transfer</b>				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.007	06-07-12 (07-15-14)	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: 06-07-12  
 Revised: 07-15-14

**DEPARTMENT OF WATER & POWER  
CUSTOMER SERVICE / UTILITY BILLING**

<i>SUBJECT:</i>				
<b><i>Deceased Account Holder – Account Transfer</i></b>				
<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval:</i>
<i>Utility Billing</i>	<i>Customer Care Rep. I/II/III</i>	<i>06/07/2012</i>	<i>7/15/2014</i>	<i>General Manager</i>

**Purpose:** To assist residents in retaining active water service at a property upon notifying the Corona Department of Water & Power (CDWP) of an account holder’s death. It is the CDWP’s policy to maintain active utility service in the name of a person that is financially responsible for the account when the surviving family members of the deceased wish to continue service at the property. In the event active service is no longer needed, the utility account should be closed and billing should cease until a new account holder is established.

**Step 1. Notification of Death for Sole Account Holder is Received:**

Typically a family member calls to inquire into the utility account and notifies the Customer Service Representative (CSR) of the death. Once the CSR has been notified that the sole account holder is deceased, the CSR can advise the caller of the options available for the account. There are several different people or entities that can sign-up for service:

- Surviving Spouse
- Surviving family member (daughter, son, niece, etc.)
- Trust, estate, trustee, executor, etc.
- Unaffiliated new customer

Use the script below:

I am very sorry for your loss. If you would like this account to remain active, I can assist you in transferring service to another name. (For everyone except unaffiliated new customers: As a courtesy, the new account set-up fee and new trash activation fees will be waived if you sign-up.) If you would like to close the account, I will be more than happy to do so.

## **Step 2: Actions Based on Information From the Caller:**

### **A. Surviving Spouse Not on the Account Wishing to Keep Account Open:**

The surviving spouse may take over the active account:

- Obtain a death certificate or other legal document showing that the current account holder is deceased.
- After the documentation is received, add the surviving spouses' name to the account as a secondary account holder. Please see the 'Change Primary Name' procedure and complete Steps 2 and 3. The identity check is still required.
- Confirm the mailing address, phone number and e-mail address with the caller, and update the change request form as necessary.
- After completing the change request form, submit it to the Customer Service Supervisor or Senior CSR for approval and completion.
- The surviving spouse will become the sole account holder.
- No new sign-up fees or trash activation fees will be charged, and no deposit will be required.
- The spouse assumes responsibility for the current balance due on the account. Advise the customer of the current balance and due dates, offer arrangements, etc.

### **B. Surviving Spouse Already On Account:**

If the surviving spouse is already a primary or secondary on the account and they wish to remove the deceased spouse's name:

- Obtain a death certificate or other legal document showing that the current account holder is deceased.
- After receiving the proper documentation, see the 'Add/Remove Secondary Account Holder' procedures.

### **C. Surviving Family Member (Other than Spouse), Trust, Estate, Trustee, Executor Wishing to Keep Account Open:**

If a family member, trustee, or executor wishes to be the new account holder, a new account must be established:

- Obtain a death certificate, power of attorney paperwork, or other legal document showing that the current account holder is deceased.
- Please see the 'New Account Sign-Up Procedure' to complete the sign-up process.
- No new sign-up fees or trash activation fees will be charged.
- If the credit/identity check results in a required deposit, the deposit may be waived.
- If the deposit is waived at this time, advise the caller that if the account is disconnected for non-payment a deposit will be required at that time.
- The new account holder assumes responsibility for the balance due on the account.

### **D. Unaffiliated, New Customer Wishing to Establish Service:**

If a new, unrelated or unaffiliated customer wishes to sign-up for service:

- Follow the New Account Sign-Up Procedure.'
- The new account holder will not be responsible for the balance due on the account. Forward any account information to the Collections Specialist.

### **E. Caller wishes to Close the Account:**

If the family member wishes the account to be closed:

- Obtain a death certificate, power of attorney paperwork, or other legal document showing that the current account holder is deceased.
- Close the account using the 'Account Closure Procedures.'
- The Estate or trustee is responsible for the balance on the account. Obtain the new mailing address from the caller.

### **F. Caller Does Not Want to Sign-Up or Close the Account:**

If the caller does not want to sign-up for service or close the account:

- The account cannot be discussed with the caller; it is the policy of the CDWP that an account inquiry can only be made by an account holder.
- Once the call or visit has ended, send a letter to the mailing address for the account, advising them that we are unable to leave active service in a deceased person's name and offering options for proceeding.
  - On the 'Contact/Letters' tab in CIS, select 'Deceased Account Holder' letter.
  - Fill in the correct dates for the two blank spaces toward the bottom of the page before mailing the letter to the mailing address on file for the account.

If we do not hear from you by \_\_\_\_\_, we will assume that you wish to close this account, and will stop current service as of \_\_\_\_\_.

- The first blank is a date at least four weeks in the future.
- The second date should be filled in with the next day following the first date. For example:

If we do not hear from you by **May 22, 2012 (Tuesday)**, we will assume that you wish to close this account, and will stop current service as of **May 23, 2012 (Wednesday)**.

- Mail the letter.
- Enter the move-out date (the second date from the letter) on the account in CIS (see Account Closure Procedures).
- Note the account so that other CSRs know why there is a move out scheduled.