



Administrative Policy

Title: Add / Remove Secondary Account Holder				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.502	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 SERVICE / UTILITY BILLING**

<i>SUBJECT:</i>				
<i>Add / Remove Secondary Account Holder</i>				
<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval:</i>
<i>Utility Billing</i>	<i>Senior Customer Svc. Rep./Customer Service Rep. I/II</i>	<i>07/02/2012</i>		<i>General Manager</i>

Purpose: The Corona Department of Water & Power's (CDWP's) 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 wishes to add an additional account holder to their account, or the secondary account holder is requesting to be removed.

ADDING A SECONDARY ACCOUNT HOLDER

Step 1: Obtain Authorization to Add the Secondary Account Holder:

- In order to add another account holder, obtain permission from both the existing account holder and the incoming account holder.
- Inform the incoming account holder that by being added to the utility account, he or she will share financial responsibility for the account once the addition is made.
- Once permission from both parties has been obtained and documented in the notes on the account, proceed to Step 2, Notification of Required Identity Check.
- If permission has been obtained from the current account holder but not the incoming account holder because they are not available, add a forced comment to inform other Customer Service Representatives (CSRs) of the status on the account and request that the second party call in and agree to the addition.

Step 2: Notification of Required Identity Check:

- Check to see if the account holder has had service previously which started after January 2009.
 - If so, check the previous account.
 - If the customer's information has already been run through Online Utility Exchange (OUE), proceed to Step 5, Adding the Account Holder.
 - If the customer has not had service or had service which started before January 2009, continue with Step 2.
- Advise the new account holder that we need to run an identity check prior to adding him or her to the account. **Note: Check the existing account holder's information in CIS to make sure it is complete or if it was added prior to January 2009. If so, update that information to make sure it is**

complete and run it through OUE. Inform the existing account holder that we need to update our records, and since he or she started service prior to our credit check/ID verification system we will need to verify his or her personal information.

- Go through the credit check/ID verification steps for new accounts (see New Account Sign-up Procedures) through the OUE. Use the following script to notify the customer of the check:

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 OUE website interface. At the top, there is a navigation bar with links for NEW, REPORT LIST, INBOX (0), COMMERCIAL, COLLECTIONS, HR REPORTS, SKIP TRACING, TOOLS, and HELP. Below this is a section titled 'XPN - UTILITY EXCHANGE REPORT' with a 'Load a Testcase' dropdown. A 'Submit New Request' button is visible. The 'ACCOUNT INFORMATION' section contains fields for Account Number, Service Address (555 Johnson St), Apartment, City (Corona), State (CA), and Zip (92882). Below this is the '1st APPLICANT' section with fields for Title, First Name (Nadia), Middle Name, Last Name (Loukeh), Maiden Name, Generation, SSN (555555555), Primary Phone (951555555), Date of Birth, Driver's License, State, Employer, Work Phone, and Secondary Phone. 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 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 “Identity Alert/Match to Other Name” section in the New Account Sign-up Procedures.

Figure B.

17738XXXXXX, SSN Search
 1027 E 3RD STREET
 CORONA, CA 92879
 PHONE: 9517351351
 Reported DOB: 04/02/1946
[Print Report](#)

ON LINE
 UTILITY EXCHANGE

SSN Verification
 RED FLAG ALERT
 Good Match
 REPORTED ADDRESS DOES NOT MATCH INQUIRY
 ISSUED: Pennsylvania, 1962-1965

Address History

REPORTED: 03/95
 LAST UPDATED: 04/09
 NORCO, CA 928602534


REPORTED: 06/94
 LAST UPDATED: 05/06
 NORCO, CA 928600003

REPORTED: 03/92
 LAST UPDATED: 03/09
 CORONA, CA 928791606

Step 4: Check For Previous History:

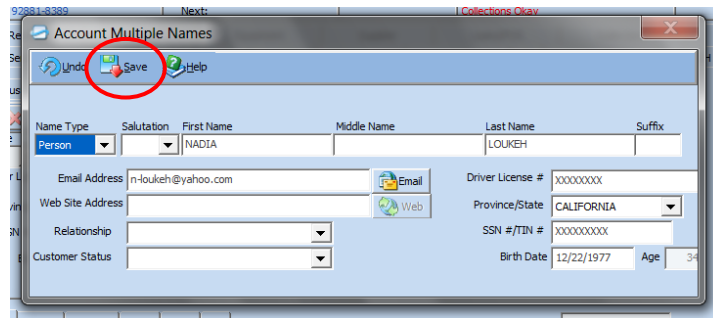
- Search CIS using the customer’s information to see if he or she has an outstanding balance on an existing or previous account.
- Search by at least two pieces of information in CIS such as:
 - Name
 - Driver’s License number
 - Social Security Number
- If ‘Reported Address Does Not Match Inquiry’ appears as it does in Figure B, click on it to expand the address history.
 - Check to see if Corona addresses are listed.
 - For addresses in Corona, check CIS to see if the new account holder is listed anywhere on active or previous accounts with an outstanding balance.
 - If no records exist for the new account holder, or he or she has a previous account with no balance outstanding, proceed to Step 5, Adding the Account Holder.
 - If a record of the new account holder exists and he or she owes a balance, consult a Senior CSR or Supervisor to determine how to proceed.

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
- Social Security Number (with no dashes or spaces)
- Birth Date
- Email Address
- All phone numbers (cell, home, work, etc.)
- Click on 'Save' as shown in Figure C.

Figure C.



REMOVING A SECONDARY ACCOUNT HOLDER

If the secondary account holder contacts the CDWP to be removed from the account:


- Verify their information in CIS to ensure their identity.
- 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 - Change Request Form.'
- Click on 'Create Letter.' See Figure E for an example.

Figure D.

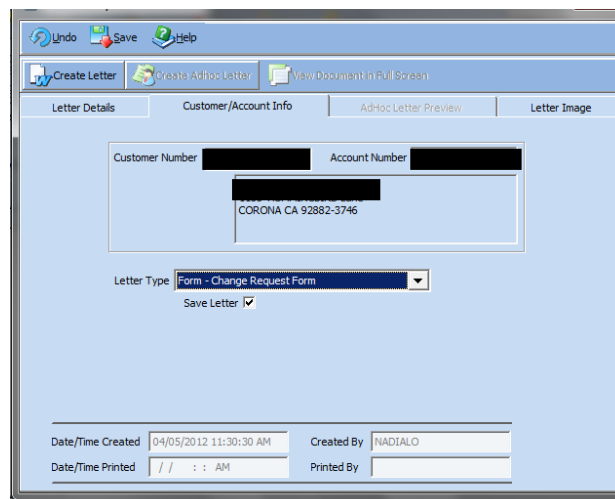



Figure E.



City of Corona Department of Water & Power
Utility Billing Division
Change Request Form

Customer #: 098989	Account #: 09502275
Customer Name: HARSHA REDDY	
Service Address: 2169 CEDAR GLEN CIRCLE	

*Primary Name: Harsha Reddy
Secondary Name: remove
Mailing Address:
*Service Address:

<u>Reason for the change</u>
<u>John Smith called to be removed from the account. No longer living in the home</u>

Status	Initials	Date
Prepared:	JAIMES	5/23/2012
Approved:		
Entered:		
Audited:		

- Place a note on the account to document what is being done, i.e. removing the secondary account holder.
- Attach screen shots of the existing account holder information found on 'Customer' tab.
- Once the change request form is completed, print it, select save in CIS and submit it to a Senior CSR or Supervisor for approval and completion.