



Below are the following requirements to establish utility service with the City of Monroe. All requests and necessary paperwork must be completed by 2:00 p.m. Monday through Friday in order for services to be connected or disconnected on same day. Otherwise, service will not be turned on until the next City business day. No service will be connected or disconnected on holidays or weekends.

#### **NEW SERVICE:**

**Proof of Ownership** (i.e., warranty deed, settlement statement, Quit Claim Deed, Deed of Assent, Administrator's Deed, or Executor's Deed [which must have actual physical address on document]) **or Legal Lease Agreement**

**Picture Identification** (i.e., driver's license, government-issued photo ID, passport, inmate photo ID)

**Social Security Number** (used to run credit check to determine amount of security deposit)

Customer must complete a service application and all necessary paperwork to establish new service. The application may be made in person at the City of Monroe Utilities Customer Service Department office. If not possible to apply in person, appropriate documentation must be received to verify identity and all required paperwork must be received by a Customer Service Representative (CSR) before services will be connected at the new residence.

#### **LANDLORD (PROPERTY OWNER) TURNING ON FOR THE FIRST TIME REQUIRES:**

**Floating Security Deposit** (To establish utility service in landlord's name, even if only for temporary service, a deposit of \$200.00 must be paid and remain on hold until rental property is sold or if landlord decides he or she will no longer need to turn on services in their name for clean-up or repairs.)

**Proof of Ownership** (i.e., warranty deed, settlement statement, Quit Claim Deed, Deed of Assent, Administrator's Deed, or Executor's Deed [must have actual physical address on document])

**Picture Identification** (i.e., driver's license, government-issued photo ID, passport, inmate photo ID)

**Social Security Number or Federal Identification Number** (if in a business name)

Landlord must complete a service application and all necessary paperwork to establish new service. The application may be made in person at the City of Monroe Utilities Customer Service Department office. If not possible to apply in person, appropriate documentation must be received to verify identity and all required paperwork must be received by a CSR before services will be connected at the new residence.

#### **LANDLORD'S DUTIES AS TO CHANGES (FUTURE CONNECTIONS & DISCONNECTIONS) TO EXISTING SERVICE:**

**Landlord's Request for Temporary Utility Services Form** (Must fax Form to Customer Service at 770-267-3698 AND call Customer Service at 770-267-3429 to turn on utility services in Landlord's name.)

**Landlord's Request for Disconnection of Temporary Utility Services** (It is the responsibility of the Landlord to notify the City of Monroe to disconnect utility services by faxing a written Disconnect Request Form to 770-267-3698 AND by calling the office of the City of Monroe at 770-267-3429.)

The City of Monroe will not be responsible for letting the Landlord know if tenant(s) come in to put utilities in their name. If Landlord does not request a disconnect by faxing a Disconnect Form to fax number 770-267-3698 and calling the office of the City of Monroe at 770-267-3429 to disconnect services, then the landlord will be responsible for utility bill(s) until a written request has been received by the City of Monroe.

#### **LISTING AGENT (i.e., Real Estate Broker, HUD Representative):**

**Security Deposit** (To establish utility service in the Listing Agent's name, a security deposit of \$200.00 must be paid for each location prior to activation. Application must be made in person at the City of Monroe Utilities Department office.)

**Utility Activation Authorization Form** (Contract from Property Owner giving Listing Agent/Buyer authority to have utility service turned on and turned off.)

**Picture Identification** (i.e., driver's license, government-issued photo ID, passport, inmate photo ID)

**Federal Identification Number**

*(updated January 15, 2014)*