



CITY OF REDMOND
Utility Billing Department

411 SW 9th Street
Redmond, OR 97756
(541) 923-7765
Fax: (541) 548-7149
utility_billing@ci.redmond.or.us
www.ci.redmond.or.us

This application is effective as of June 1, 2013

Information and Instructions to Start Service for Commercial Accounts

Failure to provide a complete application and ID will delay processing of your application.

All requests are processed next available business day unless different start date is noted on application.

Instructions for Property Owner/Landlord to turn on commercial water service for renter

1. Completely fill out Permission to Bill Tenant FORM A (required)– all fields required, **FORM B (optional)**.
2. Read, sign and date Permission to Bill Tenant FORM A
3. Provide a clear copy of valid Drivers License or Government Issued ID for each applicant.
4. Fax completed forms and copy of ID to: 541-548-7149 or
Email: utility_billing@ci.redmond.or.us or
Mail: 411 SW 9th Street, Redmond, OR 97756
5. The City does not provide same day service – service requests are processed next business day or date noted on application.

Important Information

- We are closed on weekends and holidays. Water is turned on Monday through Friday.
- Failure to provide a Date Service to Begin will delay processing of your application, please fill in next business day's date or other future date.
- To abide by Identity Theft Laws, we must ask that you provide a copy of valid (not expired) Driver's License or Government Issued ID for each applicant. Failure to provide a proper identification will delay processing your application.
- If there are additional Applicants - Only the name(s) on the application will have access to the account information. Date of birth must be provided for all applicants.
- If you are the Property Owner and/or Property Manager and this is a rental property you must complete a "Permission to Bill Tenant" form before service can be started for your tenant.
- As stated on the Permission to Bill Tenant Form (A), the Property Owner/Landlord may select the option for the city to collect a \$300 deposit or amount equal to two and one-half (2 ½) times the average monthly billing for a commercial account, whichever is greater. If the owner does not select this option the Owner/Landlord will remain responsible for the account (Redmond Code 4.017).
- Regardless of a deposit collected, the property owner/landlord will be responsible for any and all outstanding utility charges that have been left unpaid.
- As stated on the Permission to Bill Tenant Form (A) a \$20 establishment fee will be charged to the first month's bill.
- If you have further questions: contact Customer Service 541-923-7765

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(office use only) Account Number	Location Number	Work Order Number

**Permission to Bill Tenant Form (A)
COMMERCIAL ACCOUNTS
(Required)**

Property Owner Name: _____ Owner Phone number: _____

Service Address to start: _____

I, _____, owner and/or designee of the above mentioned property would like you to bill my tenant _____, for water, sewer and garbage services as of the following date: _____ (date must be in future/Monday-Friday)

I understand that the City will not begin billing my tenant until the City has received this written request and the tenant has contacted the City.

I do hereby acknowledge that as the property owner, I understand the following tenant billing policy and responsibilities as owner of the above property:

- As the Owner/Landlord of the above property I have the option of the City collecting a deposit from tenant for requested services, **regardless of collecting a deposit I understand that I remain responsible for any and all outstanding balances left unpaid; including delinquent charges, interest, fines assess as a result of a City service usage violation, lien fees and court fees and that these are the personal obligation of the property owner.** The deposit is over and above the regular establishment fee of \$20.00 which is charged on the tenant's first month bill.

Please select one of the options below:

- **No deposit required.** As the Owner/Landlord of the above address I select not to have City of Redmond collect a deposit for water, sewer or garbage on specified property.
- **Commercial:** As the Owner/Landlord of the above address I request the City of Redmond to collect a \$300 deposit or an amount equal to two and one-half (2 ½) times the average monthly billing for commercial account, whichever is greater. Deposit must be made by check, money order or cash.
- Unpaid water, sewer and garbage bills will result in a lien against my property as described in City of Redmond Code 4.017.
- If water service is disconnected due to non-payment, service will not resume until all delinquent charges together with any administrative fees are paid in full.

- Owner is responsible to notify the City of Redmond of any changes in billing.
- If a tenant contacts the City to request a final bill, the account will be terminated if there is no past due balance. The meter will be shut off and locked, unless owner has made other arrangements to have services remain on.
- A new tenant will require a new "Permission to Bill Tenant" form. The tenant will not be able set up service until the form is completed and returned.

Required Program for Owner/Landlord

"Third Party Notification" Program. Third Party Notification will notify you when a tenant is delinquent on their bill and in danger of having service shut off for a past due balance. *Information must be completed before service can be started for tenant.* **Mail "Third Party Notification" to:**

Mail "Third Party Notification" to:

Name: _____ Phone: _____

Mailing address: _____ City: _____

State: _____ Zip: _____

Owner's signature and/or designee: _____ **Date:** _____

If you have questions regarding this form please contact utility billing at 541.923.7765.
If you would like to fax the signed completed form please use number 541.548.7149.

Permission to Bill Tenant Form (B)
(optional)

If your tenant is present at the time you are completing this form; the tenant may complete the section listed below. Otherwise, please submit the completed signed **Permission to Bill Tenant "FORM A"** form to the City of Redmond and direct your tenant to contact the City of Redmond to place utility services in their name.

(office use only) Account Number	Location Number	Work Order Number

Property Owner Name: _____ Owner Phone number: _____

Service Address to start: _____

I, _____, owner and/or designee of the above mentioned property would like you to bill my tenant, _____, for water, sewer and garbage services as of the following date: _____ (date must be in future/Monday-Friday) I understand that the City will not begin billing my tenant until the City has received this written request.

Owner's signature and/or designee: _____ **Date:** _____

Tenant Information:

Tenant's Name: _____
(print clearly)

Tenant's phone number: _____ Tenant's date of birth: _____

Employer: _____ Work phone number: _____

Mailing address (if different than service address):

Tenant's signature: _____ **Date to start service:** _____

Note:

- If owner/landlord requests and tenant agrees and both owner and tenant initial below, the owner may receive a duplicate copy of the Utility Billing statement.

Owner/Landlord Name _____

Owner Initials _____

Tenant Name _____

Tenant Initials _____