

Non-Payment Turn-Off Procedures

The City of Meridian disconnects water for non-payment two (2) times a month as directed and approved by the City Council. The Billing Department mails three (3) statements before disconnection of service with a final payment date listed on the second and third notice. All delinquent payments must be received by close of business on the date listed on the delinquent (3rd) notice. This allows customers 40-45 days to make payments before their account becomes delinquent and is subject to disconnection.

A list of the delinquent accounts is generated by the Billing Department. The list is given to the Water Department staff to create a route for disconnection of water services. The Water Department staff disconnects the water service to all residents on the list. After all turn-offs are completed the Water Department will begin to reinstate services on those accounts that have made the appropriate payment. This process will continue throughout the day ensuring that all customers who pay before 7:00 pm will have their services reinstated that same day. Payments CANNOT be accepted in the field by the service person.

NOTE: Utility Billing Staff can be reached by phone 888-4439, until 7pm on these "turn-off" days. If you make a payment after 7:00pm, your services will not be restored until the next business day; once verification of payment can be made.

If your water services have been disconnected for non-payment, DO NOT cut the padlock and reactivate your services. This is considered an ILLEGAL TURN-ON and Meters found turned "on" illegally are removed until the account balance and any additional fees for damages are paid.

If you have a water emergency please contact the Water Department at 208-888-5242. **The after hours emergency number is not intended for service restoration due to non payment terminations.**

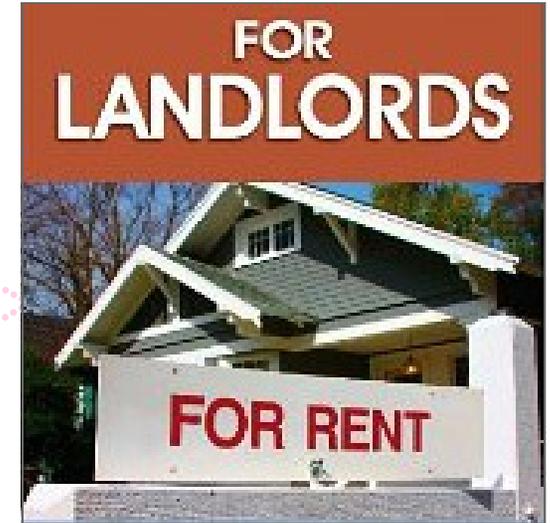
The Property Owner is ultimately responsible for payment of the bill. Any amount left unpaid upon a tenant's move-out becomes the responsibility of the property owner to pay.

CONTACT INFORMATION

**Meridian City, Utility Billing
33 E Broadway Ave Ste #106
Meridian, Idaho 83642
Phone: (208) 888-4439
Fax: (208) 887-4813**

Hours: Mon-Fri - 8am—5pm

**RENTAL EMAIL:
rental@meridiancity.org**



**FOR PROPERTY OWNER
OR
PROPERTY MANAGEMENT**

Items to Consider..

- Our accounts do not travel with the customer, they stay with the property.
- Any debt at the property regarding City services are the responsibility of the property owner regardless of "user."
- While, the City of Meridian staff will make attempts to monitor the balance on account and assist in collecting final billings; we can not take on the role of property manager.

If you would prefer that the Utility Bill be sent directly to the tenant at the property, we can accommodate that request through a “Third Party Billing” process:

- We must receive completed paperwork from both the owner/property manager and the tenant

Billing Directive—Owner/PM

Renter’s Addendum—Tenant

(Both forms can be found online, or through Utility Billing staff)

- In the case of a property manager acting on behalf of the property owner; we will need a written statement to that effect. i.e. copy of the agreement between the two parties.
- Once all documentation is received, the account will be updated to reflect the current renter at the property.

- You will want to ensure that all balances on the account prior to the tenants move-in are paid. Any unpaid balances can/will effect the services at the property.
- As the Property Owner/Manager it is your responsibility to notify the City of Meridian of vacancy or tenant move in/out, in order to receive an accurate final read and final billing for said tenant.
- Monthly bills will be sent to the Tenant only, in the event that the bill goes unpaid and a delinquent notice is generated; you will be sent a courtesy copy of that notice.
- The Billing Directive is tenant specific. New forms are required each time you have a new tenant.
- If the address changes for the Property Owner/Property Management Company, please notify us in writing, via fax or email rental@meridiacity.org as soon as possible.

