



AUTOMATIC CONNECT LANDLORD AGREEMENT

What is a Landlord Agreement? The automatic connect Landlord Agreement was created for the mutual benefit of landlords and the utility. It has been designed to provide uninterrupted utility service to an address between tenants. The utility service will automatically be transferred from the tenant's name into the landlord's name at the time a tenant orders a disconnect. The normal Account Entry Fee will be waived to landlords with a landlord agreement and the account must be kept current.

Cancellation of a Landlord Agreement

- ❑ If the property covered by the Landlord Agreement changes owners, City Utilities should be notified immediately to cancel the agreement.
- ❑ A Landlord Agreement may be cancelled at any time by calling, mailing, emailing or faxing the request to City Utilities.
- ❑ Should an account, which is under the landlord's name, show utility usage which indicates the dwelling is tenant or owner occupied, City Utilities will consider the situation beyond boundaries of the Landlord Agreement and will notify the landlord that it is necessary to cancel the agreement for that address. Should this happen, an account entry fee will be billed and a deposit may be required.
- ❑ There is a nine-month waiting period before the same landlord, for the same address can reinstate a cancelled agreement.
- ❑ The landlord will provide verification of tenant names and other occupants of the property when requested by the utility. (Failure or refusal to cooperate in providing the requested information could result in cancellation of all the landlord's agreements.)

NOTIFICATIONS

By Mail

If a tenant's account is subject to termination due to credit reasons, the landlord will be mailed notification. City Utilities does not place the account in the landlord's name if service is being terminated due to credit reasons. If the service is terminated, the landlord can request that it be reinstated in the landlord's name after the tenant has moved out. When a tenant requests to discontinue services in their name, notification will be mailed to the landlord indicating the date the service is to be returned to the landlord's name.

By Email

City Utilities will notify the landlord by email when the tenant signs for service, if the landlord submits his or her email address. In order to submit your email address for the email notification program, please contact Customer Services.

How to Contact Customer Services at City Utilities?

Email: customerservice@cityutilities.net

Phone: 863-9000

Fax: 831-8454

Mail: 301 E. Central, Springfield MO, 65801