

## TO BEGIN SERVICE

- **RESIDENTIAL OWNER** - \$250.00 gas deposit / \$125.00 water deposit– legal document showing OWNER name and physical address of location to property, such as deed or settlement sheet - **copy of current photo issued identification such as driver license or passport and verification of social security** – **Utility Service Contract** found under form tab - **Connection Reconnection Wavier** (if service is off) found under form tab
- **MANAGEMENT COMPANY/OWNER RENTAL PROPERTY** - \$250 gas deposit / \$125.00 water deposit – legal document showing OWNER name and physical address of location to property, such as deed or settlement sheet – **copy of EIN** – **Utility Service Contract** found under form tab – **Connection Reconnection Wavier** (if service is off) found under form tab – **IF Management then Agreement** between owner and management company
- **RESIDENTIAL RENTER/LESSEE** - \$250.00 gas deposit / \$125.00 water deposit – **copy of current photo issued identification such as driver license or passport and verification of social security** – **Utility Service Contract** found under form tab - **Rental Agreement** **MUST BE SIGNED BY OWNER/MANAGEMENT COMPANY/RENTER/LESSEE** found under form tab
- **COMMERCIAL OWNER** – Commercial **Gas and water deposit is calculated** using average usage for highest 3-month period – **legal document** showing OWNER name and physical address to location of property such as deed or settlement sheet – **copy of EIN** – **Utility Service Contract** found under form tab – **Connection Reconnection Waiver** (if service is off) found under form tab
- **COMMERCIAL RENTER/LESSEE** – Commercial **Gas and water deposit is calculated** using average for highest 3month period – **Rental Agreement** **MUST BE SIGNED BY OWNER/MANAGEMENT COMPANY/RENTER/LESSEE** found under form tab
- **We do not light pilots**

## AFTER LEAVING THE OFFICE

- Turn off anything within your home that uses the services before the serviceman arrives to turn on your gas and/or water (i.e., make sure water faucets are off, make sure gas appliances are off).
  - **If the meter shows water going through at turn on it cannot be left on due to the risk of damage to your property. It will be left unlocked BUT in the off position - serviceman will inform you by leaving a hanger and the office may call/email explaining the situation - if service technician is asked to return fees will apply.**
  - **If the meter shows gas going through at turn on it WILL NOT BE LEFT UNLOCKED OR ON DUE TO SAFETY** – service technician will inform you by leaving a hanger and the office may call/email explaining the situation - you will need to contact a gas master certified plumber to determine if repair is needed, make repair and then he/she will contact the **city or county in which the property is located** to have the inspector release – once this is done, inspector will send a release to turn back on – keep in mind this is done during TECHNICIANS regular hours of 8 am to 3:30 UNLESS A HOLIDAY, THEN 1 HOUR LESS - **we do not light pilots.**
  - **If your water heater or furnace has a pilot light you will be responsible for lighting these after your service is turned on or restored. Most new units have an auto start**
- **We cannot guarantee turn on or reconnect on the same day** but we make every effort to get your services turned on/reconnected as quickly as possible. If all forms, paperwork and deposit is collected by 2pm central standard time it is TYPICALLY the same day but if not, it will be the next business day.
  - Factors that can **prevent same day turn on** is the time your request is made and possibility of few servicemen available due to leaks in service areas.
- **All water customers are required to have a back-flow prevention valve on water service lines.** Please be sure that your water service line is equipped with the back-flow prevention assembly.

## FINAL SERVICE

- **Request to Final form** located under form tab – **copy of current government photo issued identification of account holder or representative** – **copy of death certificate if account holder is deceased** – **copy of any legal paperwork giving permission of person to handle account** – keep in mind we read in arrears and bill the same – **a final bill will always be due beyond the current bill**

**OFFICE HOURS: MONDAY THROUGH FRIDAY 8 AM / LOBBY HOURS: 8AM TO 4:30PM / PHONE LINES: 8AM TO 5PM / FIELD TECHNICIANS: 8 AM TO VARIES** - OUR OFFICE IS **CLOSED DURING ALL MAJOR HOLIDAYS AND WE CLOSE ONE HOUR EARLY ON BUSINESS DAY PRIOR TO HOLIDAY** – **VISIT OUR WEBSITE/FACEBOOK PAGE FOR MORE INFORMATION**