City of Columbia, Utilities and Billing
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POLICY AND PROCEDURE

Service: New, Transfer, Terminations

PURPOSE: Establish guidelines consistent with City of Columbia Ordinance in working with customers requesting new service, transferring service or terminating service.

POLICY: All service requests must be in compliance with City of Columbia Ordinance.

Ordinance: ***27-17 Application for Utility Service***

PROCEDURE:

All new on's must be done in person or through an online application. Transfers and disconnections can be done in person, online via online application, or over the phone.

New Service Requests: A complete customer profile must be entered into the computer. This includes:

- RUN SOCIAL SECURITY NUMBER BEFORE SETTING UP THE ACCOUNT
- If the customer has a previous account, use that account number
  - *Unless* the account is noted Bankrupt
- Put the name as it appears on the customer's driver's license
- Update mailing address if it is different from the service address
- Add phone number and cell phone number
- Social Security Number
- Include customer type: Rent or Own
- If Rental: Include the name of the Landlord
- Spouse or Significant other
- Name of anyone the customer may want to have access to their account (i.e. roommate)
- Place of Employment
- Date of Birth
- All customers must be charged a *meter fee*
- Advise customer of their trash day
- Direct customers to the City of Columbia website if they would like email notifications or paperless billing

DO NOT COMPLETE THE ORDER FOR A NEW ON (VIA ONLINE APP) OR TRANSFER UNDER THESE CIRCUMSTANCES:

- If previous account has been disconnected for non-payment
- If previous account has a delinquent balance
- If the account has had usage on an off meter
- The requestor has or had a collection account or write-off account

****These accounts must come into the office with a signed lease, two forms of identification, and an arrangement to settle debt to start service. ****

No customer may receive service while having a delinquent balance, a collection account, or write-off account unless all amounts owing have been paid.

- If any resident at a location is delinquent in their utility bill, it must be paid before that location may have service.
- All roommates, or anyone residing at the location, must be checked for delinquent balances. If there is a delinquent balance arrangements must be made.
- Customers with unpaid bills will be given an opportunity to make their account current. A letter will be sent to the customer with the delinquent balance. If the customer does not make arrangements the balance will be transferred to the location they are residing.
- Landlords must verify customers with delinquent balances or customers that have been shut-off for non-payment have vacated the location. A fax from the landlord with letterhead is generally sufficient however, Customer Service, at their discretion, may request a signed affidavit from the landlord.

NEW ON'S: COMMERCIAL ACCOUNTS:

- Commercial accounts must be done in person. It is possible to do a set up by fax for out of town corporations.
- The master file must have a name and phone number to contact regarding the account.
- The TAX ID and FEIN must be on file
- Proof of business license required
- Verify the correct mailing address for the bill
- Deposits must be figured in compliance with the City of Columbia Ordinance and is required before service activation
- Commercial accounts with a poor credit history with the City of Columbia are subject to increase based on risk indicators.