

Topic: **Discontinuation of Tenant Accounts**

Policy #: UB 2021-01

Effective Date: 9/15/2021

1. Utility Billing (UB) will no longer establish residential or commercial accounts in the name of the tenant. New accounts shall be in the name of the property owner.
2. On behalf of the property owner, a third party may pay an account's charges. Examples of third parties include: property management companies, tenants, relatives, financial institutions, escrow agents, trusts, non-profit organizations, and public agencies. Third-party payments shall include the account number.
3. Third-party payers shall obtain account numbers/CIDs from the property owner, not UB.
4. Existing tenant accounts may remain in effect until a change in tenancy occurs.
5. With proper notification to the tenant and property owner, UB may discontinue an existing tenant account in instances when there is evidential history of non-payment, lack of a payment plan or adherence to payment terms, reoccurring notices of water shut-off, etc.
6. This administrative policy/procedure is consistent with the provisions of the Lynnwood Municipal Code, in the interest of the public's health, safety, and welfare, and necessary for effective, orderly, and equitable delivery of services.

Corbitt Loch, Finance, September 15, 2021