



# Default Customer Service Agreement

The City of Lubbock Utilities (CoLU) is offering a continuous service program for rental properties. The purpose of this program is to provide automatic transfer of utility services from vacated rentals into the name of the property owner/manager.

**THIS PROGRAM IS VOLUNTARY AND MAY BE USED ONLY AT THE REQUEST OF ANY PROPERTY OWNER/MANAGER THAT HAS TENANTS SERVICED BY CoLU.**

**Terms of Agreement:**

- A. Owner of the subject property, or the manager of the subject property for the owner, as applicable ("Owner") must have at least (2) two premises to participate. All premises under this agreement, while under the Owner's name, will appear on one bill.
- B. Owner shall provide CoLU with a completed and signed:
  - ✓ Program Enrollment Form;
  - ✓ Service Agreement Form that includes, as applicable:
  - ✓ Date of sale of property.
  - ✓ Property Management Agreement that includes document between the property management company and Owner if property is not owner-managed.
  - ✓ A current list of all premises to be enrolled with those premises designated that are to be placed in the owner's name immediately.
- C. Owner agrees to have all services transfer to the Owner upon termination of tenant's account.
- D. Proof of identity will be required. In addition, Owner shall supply CoLU a Federal Tax Payer Identification Number (Social Security Number or Federal Employer Identification Number).
- E. Owner shall be considered for all purposes as the customer of CoLU, including being responsible for all bills accrued while rental premises are billed in the Owner's name. Non-rental premises (i.e., common areas) will remain in the Owner's name at all times.
- F. Owner is responsible for monitoring debt accrued on the rental premise accounts that are in the Owner's name (i.e., Owner is the customer of CoLU) . CoLU may take any action permitted by Lubbock Power & Light's applicable tariff ("Tariff") and applicable City of Lubbock Ordinances ("Ordinances") for failure to pay bills for utility service.

- G. Owner shall notify CoLU within 10 days of any event or changed condition that would render any information contained in the Default Customer Enrollment form to be incorrect. In the event of said changes, a corrected Default Customer Enrollment Form must be submitted within 10 days of event or changed condition to avoid service suspension in accordance with the Tariff or applicable Ordinances, and to avoid exclusion from this program. In the event there is a change in ownership, CoLU must be notified by the date of the change of ownership. Owner will be the customer of CoLU and, without limitation, be responsible for any charges accrued until Owner notifies CoLU of change of ownership or property management, as applicable.
- H. Upon notification by the tenant, CoLU will either initiate service in the tenant's name, or terminate the tenant's account and automatically change the account into the Owner's name, as applicable. The Owner will be responsible for monitoring their bill for changes.
- J. The Owner cannot keep service on in the Owner's name once a tenant has notified CoLU to initiate services. The Owner agrees to be held responsible for any billing incurred until tenant notifies CoLU to transfer services into the tenant's name. Potential charges to the Owner are those set forth in the Tariff and Ordinances, and could include, but are not limited to, usage fees, consumption charges, and tampering charges. In the case of eviction, the utility can be required, by law, to continue services in the tenant's name until the completion of the eviction process.
- K. Participation in this program does not prohibit CoLU from taking any action permitted by the Tariff or Ordinances against tenant while the account is in the tenant's name.
- L. This agreement may be terminated by the Owner at any time by providing CoLU with a Cancellation Notice at least 30 days prior to the date of termination.

Property Name and Address:			
Owner/Property Manager Signature:		Date:	
Print Name:		Title:	

**Print and mail to: City of Lubbock Utilities, Attn: Account Support, P.O. Box 10541, Lubbock, TX 79408-3549  
or e-mail to [CustomerRelations@CityOfLubbockUtilities.com](mailto:CustomerRelations@CityOfLubbockUtilities.com)**



## Default Customer Enrollment Form

<b>Please fill out this form carefully and completely. Incomplete forms <u>will not be processed</u>.</b>			
<input type="checkbox"/> <b>Change of Ownership:</b> The previous owner was enrolled as a default customer and this form is being submitted within 10 (ten) business days of the date of sale. Proof of date of sale will be required.		<input type="checkbox"/> <b>New Enrollment</b> The premise is not currently enrolled with a default customer, nor has the premise had a change of ownership within the last 30 days.	
<b>Owner's Legal Name:</b>		<b>Date:</b>	
<b>Owner's Federal Tax ID:</b>			
<b>Name of Property or Property Manager:</b>			
<b>Number of Premises that are to be placed on Default:</b>		<b>Effective date of sale</b> (if applicable):	
<b>Service Address</b> (Physical addresses where City of Lubbock Utilities is providing services. Attachment A may be used if additional space is needed.)			
<b>Billing Address</b> (The address where bills are to be mailed):			
<b>Indicate Business Type Below</b> (Please check all that apply below)	<b>Include copies of the following documentation for each business type</b> (Please check the documentation that you are providing)		
<input type="checkbox"/> <b>Sole Proprietorship, or General Partnership</b>	<input type="checkbox"/> <b>Social Security Number</b> <input type="checkbox"/> <b>Copy of Driver's License</b>		
<input type="checkbox"/> <b>Limited Partnership, Corporation, Limited Liability Partnership, Limited Liability Company, Non-Profit Corporation, or Governmental Entity</b>	<input type="checkbox"/> <b>Federal Tax Identification Number</b> <input type="checkbox"/> <b>Copy of SS4 or 1120 Form</b>		
<input type="checkbox"/> <b>If this is a change of ownership the following must be included</b>	<input type="checkbox"/> <b>Proof of Date of Sale</b>		
<input type="checkbox"/> <b>If this property is managed by anyone other than the owner, the following must be included.</b>	<input type="checkbox"/> <b>First page and signature page of the Management Agreement</b>		
<b>Primary Contact for the Property</b> (This should be the person handling the day to day operations of the property)			
<b>Name of Contact:</b>			
<b>Contact Phone Number:</b>		<b>Contact FAX Number:</b>	
<b>Contact Mailing Address:</b>			
<b>Contact Email</b>			
<b>Secondary Contact Information.</b> (Listed below will have access to account information)			
<b>Name of Contact:</b>		<b>Phone Number:</b>	
<b>Signature of Primary Agent/Owner:</b>			
<b>Printed Name of Agent/Owner:</b>			
<b>Title:</b>		<b>Date:</b>	

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