

# Clearlake Oaks County Water District

## Policy Governing Transfer of Information Service (Replaces Landlord Tenant Policy)

### Section 1 Title Pre-Requirements

If Transfer of Information service is desired, such a request must be made by the property owner. Upon receipt of such a request from the registered property owner, a form to authorize transferring information will be sent to the property owner; this form must be signed by the property owner and returned to the District. In addition to the completed authorization form mentioned previously, the required non-refundable \$50.00 transfer fee must be paid in full.

- Note: An authorization will not be considered active by the District until all pre-requirements are met.
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### Section 2 Title Services Granted

Once an authorization to transfer information becomes active, all regular billing statements will be sent to the address listed on the Transfer Authorization Form by the property owner. As stated in Ordinance #31, the actual account will remain the responsibility of, and therefore in the name of the property owner. All account status notices will then be sent to the property owner in care of the tenant, or authorized person(s). **Starting from the date the authorization becomes active**; all account status information will be released to the authorized person(s) upon their request.

Any time an account becomes delinquent, a copy of the regular monthly delinquent notice will be sent to the property owner, as notification that the account is in arrears. **At all times the property owner retains overall responsibility** and decision making capabilities for their account.

**Under normal circumstances**, an authorization to transfer information will remain active until either the property owner or the authorized person(s) requests in writing that the information is transferred back to the property owner.

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### Section 3 Title District Right to revoke Service

The District will reserve the right to revoke this service **at any time** if granting this service creates a requirement for excessive attention, the authorized person(s) become abusive to District personnel, or in the opinion of the District's Manager the authorized person(s) mismanages the service account, (i.e. returned checks for non-sufficient funds are received on the account, a water leak as shown thru the meter is allowed to continue, the authorized person(s) does not follow thru on prior payment arrangements).

- Note: Excessive attention will be recognized as any time spent on an account that is greater than the average expected time to perform the service as outlined in section 2.

If it is determined that an account with an active authorization deserves to have the service revoked, with manager approval, a notice will be sent to the authorized person and the property owner. If the problem continues, after manager notification a second (final) notice will be sent to both the property owner and the authorized person. After the second notice, if the problem continues, a notice of revocation will be sent to the authorized person along with a demand for any balance currently due on the service account. Copies of the same will also be sent to the property owner.

The transfer fee is non-refundable. In the event that the transfer authorization is revoked by the District for failure to comply with policy or notices, the transfer fee will not be refunded.

This service is merely a courtesy meant to provide convenience to our customers, who are the property owners within this District. Because this service is a courtesy, it is the opinion of the Management that providing this service should not prevent, or interfere in any way with District personnel continuing to provide all other regular services to the entire District.

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#### Section 4 Title Accounts Without an Active Authorization

It is the law and District policy that **no service account information shall be released to any person who is not the property owner**, unless the property owner authorizes the District to transfer information. This includes, but is not limited to balance due, consumption information, and any other information related to an account. Any person requesting service or service account information that is not the recorded property owner, shall be directed to contact the property owner to request said information.