

**Village of Covington**  
**UTILITY SERVICE STATUS CHANGE REQUEST**



**Customer Information (Name the Account is in)**

Name: \_\_\_\_\_

Service Address: \_\_\_\_\_  
Street

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

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**General Notes**

Please check each box below to verify that you understand the process and fees associated with the request within this form.

- A shutoff of service that occurs within the same business day (7am-3:30pm) will not incur a fee if the request is scheduled at least one day ahead of time.
- A shutoff of service that occurs over a weekend or after hours will not be turned on until the next regularly scheduled business day (Monday – Friday).
- A water activation fee of \$100.00 must be paid before service will be restored. Property owners must be present for service to be turned on at a property.
- Water will not be turned back on unless all utility account balances are paid off in full.

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**Request**

- Water Shut Off at the Curb. Please also check one box below.
  - Temporary (Vacation) – May be paid in advance.
  - Temporary (Repair)
  - Permanent (Vacant Property)
  - Permanent (Delinquent)
- Water Turn On at the Curb.

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**Signature and Agreement**

By signing this document, I understand the general notes above, and agree to pay all required fees and dues related to request as noted.

\_\_\_\_\_  
Signature Date

## **Additional Information / Process**

### **Status change request procedures:**

- Customer must complete this form with signature
- Work order is placed with Utility Department
- Utility Department returns completed request change form to Administration Office
- Administration employee inactivates water/sewer/trash account within billing system.
- Administration employee scans and attaches digital file to account in billing system.

### **Reactivate Utilities Procedures:**

- Customer must pay activation fee and have utility accounts paid in full.
- Customer must be present for water turn-on.
- Administration employee activates water/sewer/trash accounts
- Work order is placed with Utilities Department and scheduled.
- Administration employee scans and attaches digital file to account in billing system.

### ***For Office Use Only:***

<b>Water Shut-Off</b>	<b>Utility Activation</b>
Meter Reading	Activation Fee Paid
Date	Date for Utility Turn On
Work Completed By:	Work Completed By:
Acct Update Completed By:	Acct Update Completed By: