

Village of Covington
UTILITY SERVICE STATUS CHANGE REQUEST



Customer Information (Name the Account is in)

Name: _____

Service Address: _____
Street

Email: _____ Phone: _____

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.

Request

Date of Request: _____ (please be aware we cannot guarantee a date)

- 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.

Signature and Agreement

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

| Water Shut-Off | Utility Activation |
|---------------------------|---------------------------|
| 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: |