

## Important Information for Landlords

### If you own rental property we suggest that you:

- Consider setting up accounts for your rental property in your name rather than your tenant's name. You will then know how much water your tenant is consuming. You can pay the bills yourself and adjust the rent to include the water and sewage. As landlord, the choice is yours.
- Make sure that you record in the rental agreement any arrangements that you make with your tenants about payment of their water and sewer bill.
- Check taps and toilets regularly for leaks. Even small leaks can cost you or your tenants hundreds of dollars in unnecessary water and sewer charges.



**90% of all household water leaks are in the toilet. A silent leak in the toilet can waste more than 100 gallons of water a day. To check for leaks, drop a little food coloring in the tank. Do not flush. Wait for about 15 minutes. If the food coloring appears in the toilet bowl, your toilet has a silent leak. You will likely find it in or around the flapper valve at the bottom of the tank.**

- Ask that we mail you copies of your tenants' bills.
- Install water conservation devices, such as low-flow showerheads, low-flow faucet aerators and early-closure toilet flappers. These items are low-cost, easy to install and will save you money for years to come.
- Ask your tenants to tell you right away if they notice any leaks, such as a dripping tap or a toilet that runs continuously.

### During tenancy we suggest that you...

- Contact us when a new tenant signs a rental agreement to make sure that the account is set up in the appropriate name. If the new tenant is to be the account holder, please make sure that we have all the information we need.
- Contact us occasionally to find out whether your tenants are paying their water bills. You can easily do this using our IVR (Interactive Voice Response) system. If you have the account number, you can call 781-2688 to obtain payment information. Higher than usual bills can alert you or your tenant to costly plumbing leaks.
- Make sure that your tenants are paying bills based on actual consumption, not estimated readings. This is important. If under-billing is occurring due to estimated bills, final bills can be much higher than expected. Remember that you are responsible for all charges your tenants fail to pay.



## If a tenant is vacating your premises we suggest that you...

- Check with us when your tenants tell you that they are moving to see if their account is current. You will want to ensure that the most recent bill was for actual, not estimated consumption. This will avoid a high final bill as a result of a series of estimated bills.
- Call us when the property is vacated. We will arrange for the meters to be read.
- Provide us with any new information on the departing tenants, such as a new address, phone number or a new employer. This will help us collect any outstanding water and sewer charges. Uncollected charges will be your responsibility.
- Give us the name of the new account holder for your property. If a property is to remain vacant for a time, the account will revert to you.

## Before selling ...

- When selling property, call us for a meter reading to make sure that you are billed correctly at the time of the sale. Do this even if your tenant is responsible for the water bill and plans to rent from the new owner.



## Shut Offs

- We will turn off the water on delinquent accounts.
- Before we will agree to an arrangement with a tenant to pay off an outstanding balance, we must receive the landlord's written consent.

**Note: We will not turn off the water at a landlord's request when the account is current.**

## Summary

As a landlord, you are ultimately responsible for the utility bill associated with your rental property. We can bill your tenant directly. However, you are still responsible for the amount due in the event your tenant does not pay the bill. You will receive a disconnect notice in order to let you know that the bill is past due. You may request duplicates of your tenant's bill be regularly mailed to you.

## Important Numbers

**781-2688 Interactive Voice Response**  
**781-2687 Fax**