

## Landlord Service Continuation Agreement\*

Thank you for your request to implement a Landlord Service Continuation Agreement.

As the owner of the above service address(s), you have requested utility services to remain on during periods between tenant occupancy in exchange for your acceptance of responsibility for providing Tacoma Public Utilities (TPU) prompt notification and accurate customer information of all tenant changes and service requests affecting the service address(s). By signing the attached Landlord Service Continuation Agreement Acceptance Form, you will be deemed to have accepted this Agreement and agree to fulfill the requirements listed herein. As the owner, you must sign the Acceptance Form or ensure that your duly authorized agent (i.e. property manager) signs. If you allow your agent to sign on your behalf, you agree to timely notify TPU of any change in that agent's authority to act on your behalf and legally bind you regarding this Agreement.

This Agreement can be canceled by you as the owner, your authorized agent (if identified below) or TPU. TPU will cancel this Agreement for untimely and/or inaccurate notification of tenant changes and service requests or when TPU is notified of an ownership change.

A benefit of maintaining this Agreement is that TPU will waive the service establishment fee when the service reverts back to your name between tenants.

### PLEASE NOTE:

- This Agreement does not preclude disconnection of service for unpaid utility bills or deposits.
- Reconnections requested after normal business hours may require an after-hours reconnection fee paid before the reconnection can be scheduled.
- There are a variety of reasons, such as service holds or inspection requirements, why the services may be terminated between tenants, even if a Landlord Service Continuation agreement is on file.
- Some situations require satisfactory compliance with the City of Tacoma Municipal Code (TMC) requirements before reconnection can be scheduled.

Owners and property managers that have an active Landlord Service Continuation Agreement may be eligible to use our Property Manager website. This website allows easy access to process a move in or move out for tenants with power and/or water accounts. For more information, please visit: [www.mytpu.org/propertymanager](http://www.mytpu.org/propertymanager).

This Landlord Service Continuation Agreement is intended to maintain utility services for owners of rental property during "normal" tenant vacancies. To be considered a normal vacancy situation, you (as the owner), your authorized agent, or the tenant must provide TPU with information regarding changes in occupancy as they occur, including adding or removing roommates to an existing lease or rental agreement. Abandonment by tenants is not considered a normal vacancy situation, and may result in the disconnection of service(s) at your property (ies). If service is disconnected, you the owner or your agent would need to contact TPU Customer Service to reconnect services and the service establishment fee for a reconnection that is scheduled during daytime hours would still be waived, provided you have previously complied with the requirements of this Agreement.

\* This Agreement is governed by the Owner Allocation provisions found in TPU Customer Services Policies

IMPORTANT TACOMA PUBLIC UTILITIES CUSTOMER SERVICE POLICIES TO KNOW:

Chapter II (Application for Service)

2.2.1 TPU may terminate service if fraudulent or inaccurate information is provided to establish utility service.

2.6 If an owner initiates an Owner Allocation agreement, the electric, water, or other related services will not be discontinued between tenants and the service establishment fee will be waived for the owner provided the owner, or his or her agent(s), furnishes TPU with actual change of occupancy dates as they occur. Electric, water, or other related services can be disconnected for non-payment of a utility bill for the tenant or for the owner.

Chapter V (Credit and Collection)

2.9 Property owners or their agent(s) shall be responsible for ensuring that TPU is notified and provided with accurate billing information at the time tenants/occupants move in and/or move out of their premises. Property owners may be held liable for any billing incurred if the required information is not provided to TPU.

If you have any questions regarding this Agreement, please call TPU Customer Service at (253) 502-8600, Monday through Friday, between 8:00 am and 5:30 pm.

Sincerely,

Customer Services

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LANDLORD SERVICE CONTINUATION AGREEMENT ACCEPTANCE FORM

Please fill out all applicable information below and confirm your acceptance of this Landlord Service Continuation Agreement by signing below. Please return this original form, with your original signature, to TPU Customer Service. You may return this signed form by email (in pdf) to TPU Customer Service at [cservice@cityoftacoma.org](mailto:cservice@cityoftacoma.org), but by doing so you acknowledge and agree that such email shall be deemed for all purposes to be an original and shall be sufficient to legally bind you.

OWNER NAME PRINT: \_\_\_\_\_

**DECLARATION: By signing this Acceptance Form, the undersigned declares under penalty of perjury that he/she is the Owner of the identified Service Address, or that Owner’s duly authorized agent, and that all information stated on this Form is true and accurate.**

OWNER SIGNATURE: \_\_\_\_\_

Owner Mailing Address: \_\_\_\_\_

Owner Phone Number: \_\_\_\_\_

AGENT NAME PRINT: \_\_\_\_\_

AGENT SIGNATURE: \_\_\_\_\_

Agent Mailing Address: \_\_\_\_\_

Agent Phone Number: \_\_\_\_\_

Additional Properties:  
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(Please use additional paper if necessary)

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