



Public Works Department

## Water & Wastewater Services - Fiscal Operations

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### GUIDELINE: APPLICATION FOR UTILITY SERVICE

- Purpose:** This guideline summarizes Broward County Water and Wastewater Services (WWS) procedures to open a new residential or commercial utility service account on behalf of the property owner of record. Before utility service will be provided to a new residential or commercial customer, someone with authority is required to take responsibility for that premise's utility services account and present themselves to WWS with required documentation. Therefore, WWS requires the following documents to be submitted before a new utility service account will be processed: (1) complete, signed, and dated Application for Utility Service; (2) government photographic identification of person authorized to assume responsibility for WWS services and charges for the premise; and (3) supporting documentation that verifies authority.
- Overview:** Broward County requires a utility customer account for all developed premises adjacent to its water and sewer lines be connected to its utility system for the protection of the health of residents and to assure revenues for system maintenance. A utility customer is the property owner, or designee (e.g., representative, officer, leasee, or tenant) to whom water utility goods and services are provided and bills are rendered.
- Authority:**
- U.S. Department of the Treasury/Federal Trade Commission, Federal Register, Vol. 72. No 217, Friday, November 9, 2007, Rules and Regulations: 16 CFR Part 681 Identify Theft Red Flags and Address Discrepancies Under the Fair and Accurate Credit Transactions Act of 2003.
  - Florida Statutes Title XI (County Organization and Intergovernmental relations), Chapter 153 (Water and Sewer Systems) – establishes the County's rights and obligations for the operation of a water and sewer system.
  - Broward County Code, Chapter 34 (Water and Sewers)
  - Broward County Administrative Code, Chapter 38 (Fees and Other Charges, Public Works), Part III (Environmental Services), Section 38.18 (WWS Rates, Fees and Charges)
  - Broward County Resolution 88-4066 – Bond Covenant Ordinance for Water and Sewer Services.
- Exceptions:**
- ① WWS may initiate change to an utility account (e.g., based on Broward County Property Appraiser [BCPA], Broward County Records, US Postal Service, or other official informational resources).
  - ② Property owner of record is permitted to authorize a 5-day temporary service connect for the purpose of a pending property sale inspection, by submitting a dated, signed, business letterhead request, business card, photo ID, support docs, and prepaid service fees. Individual owner request requires notarized.
- Requirements:**
1. Fill out and submit an Application for Utility Service, completed, signed, and dated by Applicant:
    - a. IMPORTANT: All prior premise accounts must be paid in full before accepting a new account Application.
    - b. Type (determined by tariff designation), including: (1) Residential; or (2) Commercial.
    - c. Applicant is someone with proper authority to assume responsibility for WWS water utility services and bills.
      - i. Property owner (for residential or commercial property) is current owner of record as authorized by legal, supportive documentation and/or Broward County Property Appraiser's Office.
      - ii. Legal representative (if applicable) is person or persons legally authorized by property owner to submit an Application.
      - iii. Business owner is person authorized by commercial property owner to submit an Application.
      - iv. Tenant/Lessee is person authorized by property owner to maintain a utility account related to owner's premise according to the terms, conditions, and expressed will of the property owner.
  2. Photographic identification (ID) of person authorized to assume responsibility for utility service and bills, including:
    - a. Residential or Commercial Owner Applicant (in person): Applicant photo ID with signed Application.
    - b. Residential or Commercial Applicant (by mail, fax, email): Applicant photo ID with notarized Application.
    - c. Residential or Commercial Applicant Legal Representative (in person). Applicant Photo ID copied.
    - d. Residential or Commercial Applicant Legal Representative (by mail, fax, email). Copy of Applicant Photo ID with notarized Application.
    - e. Residential or Commercial Tenant Applicant (in person): Tenant photo ID with signed Application.
    - f. Residential or Commercial Tenant Applicant (by mail, fax, email): Tenant photo ID & notarized Application.
  3. Supporting Documentation: proof of authority to assume responsibility for WWS water utility service and bills, including:
    - a. Current, dated, signed, notarized property ownership documentation or conveyance of ownership.
    - b. Current, dated, signed corporate or business letterhead authorizing legal representation for property owner, plus business card of signature (e.g. corporation, partnership, P.A., management company, realty, or other).
    - c. Current, start/end dates, dated, signed tenancy/lease agreement from property owner to tenant/leasee.

