

## APPLICATION FOR SERVICE

### RULE AND REGULATION 4

#### A. APPLICATION FOR SERVICE

1. This Rule applies to all Utility Services. Electric, Fiber Optic, Water, Gas and Wastewater Collection Utility Services are provided by the City of Palo Alto Utilities Department (CPAU), and Refuse and Recycling, and Storm and Surface Water Drainage Services are provided by the City of Palo Alto Public Works Department. CPAU process all applications for all Services.

#### Metered and Unmetered Services:

Refuse and Recycling, Storm and Surface Water Drainage, and Wastewater Collection are unmetered Utility Services. Electric, Gas, and Water Services are Metered Services. Monthly Charges for unmetered Utility Services are applied to an existing Account when at least two of the three Metered Services are also active and the Account is in good standing (not suspended).

2. An Applicant's request for Service does not bind the City to serve except under conditions reasonable and acceptable to CPAU in its sole discretion, nor does it bind the Customer to take Service for a longer period than the minimum requirements of the applicable Service.
3. CPAU will require each prospective Customer to provide any information that may be reasonably needed to furnish Service, administer the Account, and to allow collection action in the event of payment default. This information may include, but is not limited to, the following:

#### For Residential Customers:

- a. Legal name(s) of Applicant.
- b. Name of a spouse, domestic partner or other Person(s) identified as a responsible party for the Account by the Applicant and authorized to access and manage the Applicant's Utilities Account. Without the addition of an authorized responsible party, access and management of the Utilities Account will be restricted to the Applicant/Customer.
- c. A Customer's surviving spouse, domestic partner or estate executor can be added to the Account upon furnishing proof of the Customer's death or incapacity. A surviving sibling or other family member will be required to apply for a new Utility Account.

#### For Commercial Customers:



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- a. Legal business name.
- b. Responsible party for Utilities bill payment.
- c. Address of Premises to be served.
- d. Federal Tax ID number.

#### For all Customers:

- a. Effective date of Service.
- b. Physical address to which bills or other communications are to be mailed or delivered.
- c. Whether Premises have been previously served. If the Applicant requires Service upgrades, and/or new Meters installed, Utility Services will be installed between 30 and 45 days following receipt of full payment. Fiber Optic installations will be completed between six to eight weeks following the receipt of full payment.
- d. Whether Applicant is the property owner, agent or tenant of Premises to be served.
- e. Purpose for which Service is to be used for North American Industry Classification System reporting purposes.
- f. Rate Schedule desired if an optional rate is available.
- g. Identifiers, unique to the Applicant or Customer, as required to establish credit with CPAU to manage the security of the Account, maintain communication with the Customer, and allow for collection action in the event of payment default. These include:
  1. Social Security Number (last 4 digits);
  2. California Driver's License Number;
  3. Passport Number;
  4. Employer Name;
  5. Business Telephone;
  6. Primary Contact Telephone Number (also used for emergencies);
  7. Alternate Contact Telephone Number;
  8. Email Address.

Customer refusal to provide a required identifier will terminate the Application for Service process.

4. Applicants for Commercial Service at more than one location must furnish information and establish credit for each location in accordance with section A.3 and Rule and Regulation 6 (Establishment and Re-establishment of Credit).
5. The Applicant and additional responsible parties on the same Application for Service or



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established Account will be jointly and severally liable for Utility Services supplied. Only one bill will be rendered for such joint Service. Applicants may designate a third party to receive notices of termination, discontinuance of Service, or other matters affecting the provision of Service.

6. A tenant who opens an Account for a metered Service serving more than one dwelling will be required to provide a letter in writing to CPAU that he or she understands that the Meter(s) serves additional dwellings and that he or she is willing to accept responsibility for all Charges on said Meter(s). Otherwise, the Account may be opened in the name of the owner or property manager.

**B. CHANGE IN CUSTOMER’S EQUIPMENT OR OPERATION**

1. Customers must give CPAU written notice of any material changes in the size, character, or extent of Utilities equipment or operations for which the City is supplying Utility Service before making any such change.
2. Notwithstanding any Rule and Regulation to the contrary, no change or alteration of any Utility Service, agreement, connection, or facility, including any installation or reinstatement thereof, will be made or permitted by CPAU where the purpose or effect would be to serve, facilitate or make possible a use or occupancy of a structure or other condition which is or would be in violation of the Zoning Ordinance, the Building Code or any ordinance of the City of Palo Alto.

**C. RIGHTS OF WAY**

The City will not connect with, or render Service to, an Applicant unless and until the Applicant has obtained or been granted all necessary Utility operating rights, including rights-of-way, Easements, and permits.

**D. RESALE PROHIBITED**

1. Customers may use Services only for the purposes specified at the time of application for Service. Utility Services may not be resold to another entity except as provided in this Rule.
2. Premises that are receiving Service in conflict with this Rule as of the effective date of this Rule may continue to receive Service under such conditions if so authorized in writing by the



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City.

3. Sub-metering of individual units is considered resale of Utilities Services and is prohibited by this Rule and Regulation, with the exception of Submetering and Master-Metering, which are permitted where conducted in accordance with Section E.1. "SUBMETERING AND MASTER-METERING" of this Rule.

#### **E. SUBMETERING AND MASTER-METERING**

1. Property owners/managers may allocate the cost of Submetering and Master-Metering Utility Services to individual tenants. Such Submetering and Master-Metering must be conducted in accordance with the requirements of section 739.5 of California Public Utilities Code and section 798.40 of the California Civil Code, as applicable.

Under no circumstances can the total costs of the Utility Services allocated to tenants exceed the costs of the Utility Services billed to the property owner by the City. The property owners/managers may allocate the cost for a third-party billing service to individual tenants, to the extent that the total costs allocated, and the individual costs assessed under Submetering and Master-Metering do not exceed the cost of third party billing services to the property owner/manager. A property owner must disclose all information used to determine a tenant's Utility bill to the tenant upon request, including current Utility costs, copies of prior Utility bills, Submetering and/or Master-Metering records, and third-party tenant billing invoices. Resolution of Submetering or Master-Metering Utility bill disputes between property owners and tenants can be mediated through the City of Palo Alto's Landlord/Tenant Mediation Services Mandatory Response Program.

2. Customers who license Fiber Optic Services may use Fiber Optics to serve themselves or third parties; however, compliance with all Rules and Regulations, and payment of all Charges is the responsibility of the license holder.

*(END)*

