
Highlands Mutual Water Company

14580 Lakeshore Drive
Clearlake, Ca 95422

Tenant Transfer Policy

Adoption Date: October 30, 2019

As a courtesy Highlands Mutual Water Company offers Shareholders (Property Owners) the option to transfer their account(s) to a tenant or authorized person(s) for billing purposes. This policy is to provide a guideline for such transfers that supersedes any and all previously enacted tenant transfer policies and procedures, however, is not to in any way relieve the Shareholder (Property Owner) of overall responsibility of the account or balances attached to said account.

If a Shareholder wishes to transfer an account to a tenant, upon receipt of such request, an authorization form will be sent to the Shareholder via Email, US Mail, Fax or in person if proper identification is provided; this form must be completed and signed by the Shareholder and returned to the Business Office within 30 days of the date listed on the authorization form. In addition to the completed authorization form the account will be billed a non-refundable \$50.00 fee at the time of transfer.

Once the transfer has been completed and the fee is billed, all billing statements and account correspondences will be sent to the address designated on the authorization form provided by the Shareholder. The actual account will always remain the responsibility of the Shareholder and therefore in the name of the Shareholder. All account correspondence will then be sent to the Shareholder *in care of the tenant or authorized person(s)*. Starting from the date the transfer becomes active; all account status information will be released to the authorized person(s) as well the Shareholder upon their request.

Any time an account becomes delinquent, a copy of the regular monthly delinquent notice will be sent to the Shareholder, as notification that the account is past due. As we do not report to a credit agency for collection, we will not at any time continue to collect from a tenant once they have vacated the property. Any delinquent balance remaining is the sole responsibility of the Shareholder to pay said balance in full and personally collect from their tenant(s).

A tenant transfer will remain active until either the Shareholder or the authorized person(s) requests that the information is transferred back to the Shareholder. However, Highlands Mutual Water Company reserves the right to revoke this service at any time as is further designed herein.

District Right to revoke Service

Highlands Mutual Water Company reserves the right to revoke this service **at any time** for reasons including but not limited to: if the account requires excessive attention, the authorized person(s) become abusive to personnel, or in the opinion of the Office Manager the authorized person(s) mismanages the service account (i.e. excessive returned checks, broken payment arrangements etc.).

Highlands Mutual Water Company

14580 Lakeshore Drive
Clearlake, Ca 95422

If it is determined that an account with an active authorization deserves to have the service revoked, with Office Manager approval, a notice will be sent to the Shareholder and the authorized person(s). If the problem continues, after manager notification a second (final) notice will be sent to both the Shareholder and the authorized person(s). If no improvement after the second (final) notice, a revocation letter will be sent to the Shareholder and the authorized person(s) along with a demand for any balance due on the account. This service is merely a courtesy meant to provide convenience to our Shareholders (property Owners). Because this service is a courtesy, at no time should providing this service prevent or interfere in any way with personnel continuing to provide services to other customers.

Accounts Without an Active Authorization

In accordance with the Law and Highlands Mutual Water Company Policy, no account information shall be released to any person who is not the Shareholder, unless the Shareholder authorizes in writing said person(s) access to the account. This includes, but is not limited to balances due, consumption information, and any other billing information related to an account. Any person requesting service or service account information that is not the recorded Shareholder, shall be directed to contact the Shareholder to request said information. Note: limited access exclusions apply for real estate transactions, title transfers, proven property managers and court mandated record requests.

Policy effective as of date of adoption: October 30, 2019.

John Eshardt 10-30-19
Board President Date

Frank Coats 10-30-19
Board Secretary Date