



Canton City Utilities
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Canton OH 44702
330.649.8100
www.cantonutilities.com
cantonutilities@cantonohio.gov

New Service Check List

With each new property that is purchased or changes ownership, please submit the following either in person at our office drop boxes, by US mail, or via email at cantonutilities@cantonohio.gov If submitting multiple service contracts by email, it is necessary to send one (1) service contract per email. All of the documents listed below can be downloaded from our website at cantonutilities.com

****PLEASE SUBMIT FORMS IN PDF****

- 1. Water Service Contract.** Page 1 needs to be completed in full and initialed by the owner listing the owner's address, phone number and email address. Page 2 needs to be signed by owner (including printed name and date). Verified digital signatures such as Dotloop are accepted. The service contract either needs to be accompanied by the owner's photo ID, **or**, it can be notarized. If closing just took place in the past 7 days, please include Page 1 of the Settlement Statement or Closing Disclosure. If sending multiple contracts/paperwork via email, please send paperwork for one property at a time. (One address/account per pdf.)
- 2. Proof of Affiliation.** If the property is in the name of an LLC, LTD, Trust, Corporation, etc., it is necessary to provide proof of affiliation, which shows the signatory as the owner or, as an authorized agent of the entity. *Only the property owner can sign the Service Contract.
- 3. Property Management.** Even though a property owner may hire a property manager or appoint an agent, the owner is still ultimately responsible for the utility bill. Therefore, it is necessary to provide **either** a signed and dated property management agreement, **or**, Agent/Owner affidavits provided by Canton City Utilities. The Owner Affidavit grants permission to an agent/entity to handle the account and payments. The Agent Affidavit is the agent or property manager acknowledging responsibility for paying the bills and being the contact for said account.
- 4. Master Billing.** If a property owner or agent wants the tenant to receive the utility bill, for payment, a Master Billing Affidavit signed by the property owner **or** the authorized agent is required. The affidavit states that Canton City Utilities will send a bill to the service address to accommodate the owner or agent but the property owner remains responsible for the payment of any/all bills. With Master Billing, a copy of the invoice is sent to the property owner or agent, for personal recordkeeping.
- 5.** When submitting forms via email, if any form is omitted, the email will be deleted and you will be required to resubmit all necessary forms, including those previously sent.

If you have any questions regarding new service, please call 330.649.8100. For more information and available forms, please visit our website at cantonutilities.com