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|  | **Welcome to the City of Kelso Utilities**  **203 S. Pacific Ave**  **360-578-7915**  **utilities@kelso.gov** |

**This document explains the sign on process and includes important information necessary to sign on to a utility account with the City of Kelso.**

**Everyone is required to pay a deposit when signing on for service.**

**DEPOSIT INFORMATION**

* **$100.00 deposit for customers with “good credit history” shall mean:**

1. **No outstanding balances for ANY City of Kelso utilities in the last five years.**
2. **No more than one delinquent “shut off” notice OR NSF item in the previous 24 months.**
3. **No discontinuance (shut off/padlock) for non-payment for ANY City of Kelso utilities.**
4. **No previous liens filed.**

* **$200.00 deposit for those customers on rental agreement or title paperwork who have any of the items listed above.**
* **$25.00 Service Call fee is charged for all customers at time of sign on to send operations out to turn on the meter and get the meter reading. (Does not apply to garbage and or sewer only accounts.)**

**SIGN ON GUIDELINES**

* **There is no payment arrangements or extensions on the deposit amount, it must be paid in full at time of sign on. We accept Cash, Check, Money Order and Debit Cards. Credit Cards are accepted with a 3% convenience fee.**
* **If the sign on process is completed in our office by 4:00 p.m. Monday-Thursday we can typically turn the water on same day. If it is after 4:00 p.m. it will be turned on the next business day.**
* **All utility accounts are placed in one person’s name. Other adults on rental agreement will be listed as well as other homeowners.**
* **In order to sign on for service you will need to bring in your Rental Agreement, or Settlement Statement from closing if you have purchased a home, Picture ID, deposit and service call fee. We cannot complete the turn on process without these items.**
* **We do not “switch” accounts from tenant back to owner. Owners need to complete the same sign on process.**
* **If you have questions please feel free to give us a call Monday – Thursday 8:00- 6:00 and we will be happy to assist you.**