



JAMES R. FOUTS, MAYOR

**City of Warren Water and Sewer System Division
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FAQs ABOUT WATER SERVICE INFORMATION

1. ***Why is the Water Bill a lien against the Service Property?*** Under state law, a municipality that operates a water distribution or sewage system has a lien upon the house or other building and upon the premises as security for the collection of the **Water Bill**.
2. ***When does the lien begin?*** The Water Bill is a lien against the **Service Property**, effective immediately when Water Service is activated, and until the Water Division accepts a completed and signed **LTA** form and an LTA fee from the **Landlord**, a copy of the approved rental license application and rental license, a copy of a legally executed **Lease**, which states that the Landlord is not responsible for the payment of the Water Bill, and the required and signed forms completed by the **Lessee**.
3. ***What is an LTA and where can I get one?*** **LTA** is a form available on the City's website that may be filled out electronically. You may also get a copy of the form from the **Water Division**, on the fourth floor of City Hall. The LTA says the **Service Property** is being leased to a **Lessee** who will pay the Water Bill. The LTA states when the Lease expires and requires the Landlord to give the Water Division 20 days' notice before the Lease expires, is cancelled, changes, or is terminated¹ (each, individually, a **Lease End**).
4. ***What if the Lease Ends before the expiration date noted in the LTA or there is a change of owner?*** A Lease End and/or change in ownership of the Service Property (**Owner Change**) voids the LTA. The Landlord must give the Water Division 20 days' written notice of a Lease End or an Owner Change. The Lessee must also notify the Water Division 20 days before the Lessee causes a Lease End.
5. ***What is an LTA fee?*** The annual fee that the Landlord must pay the Water Division as consideration for processing and maintaining an LTA for a given Service Property and Lessee. An LTA fee for a new Lessee is \$145. The LTA fee for a renewal of the LTA with the same Lessee is \$58.
6. ***How long does an LTA last?*** The LTA must be renewed by this process annually and within 30 days of the expired LTA.
7. ***What forms does the Lessee have to complete?*** The Lessee must complete the Terms and Conditions and Known Occupants forms.

¹ Including a Lessee eviction before Lease has expired.



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8. ***What is the Terms and Conditions form and where can I get one?*** **Terms and Conditions** is a form available on the City's website that may be filled out electronically. You may also get a copy of the form from the Water Division, on the fourth floor of City Hall. It is a form signed by the Lessee and notarized and filed with the Water Division that says what the Lessee must do if the Water Division accepts an LTA from the Landlord and the Lessee becomes responsible for the Water Bill.
9. ***What is the Known Occupants form and where can I get one?*** **Known Occupants** is a form available on the City's website that may be filled out electronically. You may also get a copy of the form from the Water Division, on the fourth floor of City Hall. It is a form filed with the Terms and Conditions.
10. ***What is a Known Occupant?*** A **Known Occupant** means the Lessee(s) and all others living in the Service Property, including minor children.
11. ***If the Landlord and the Lessee fill out the Water Service forms electronically, do they still have to come to the Water Division?*** Yes. The Lessee and Landlord should come to City Hall together to sign the required forms so that the Water Division can notarize their signatures.
12. ***Does the Landlord have to file anything else with the LTA?*** Yes, in some cases. In addition to the items stated in paragraph 2, if the Landlord is represented by a property manager, or agent, the agent must provide a signed, dated, and notarized statement from the Landlord that the agent is authorized to act on the Landlord's behalf with respect to the Service Property (power of attorney).
13. ***Does the Lessee have to file anything else with the Terms and Conditions?*** Yes, the Lessee must present a **valid photo ID** and a **cash security deposit** before the LTA will be accepted. At its option, the Landlord may pay all or part of the deposit.
14. ***What is a valid photo ID?*** The Water Division will accept a driver's license, state issued ID, passport, or military ID.
15. ***What is a cash security deposit?*** A deposit paid by the Lessee or Lessor, or both, to secure the payment of the Water Bill. The initial deposit that is paid must equal \$100 per Known Occupant and \$50 per Occupant under 18 years, or \$200, whichever amount is greater.
16. ***Will an additional security deposit be required?*** Possibly. If the LTA is accepted and the Water Division determines, in its sole discretion, that the initial deposit is not enough to protect the system from loss, it will send a **Notice of Deposit Increase** to the Lessee stating that an additional deposit is required. For the same reason, an additional deposit may be required upon LTA renewal.
17. ***Will the security deposit be returned?*** At **Lease End**, if there is no LTA renewal, the Lessee and Landlord may request a refund of any security deposit paid by them that was not applied to the **Final Bill**.



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18. ***What if the security deposit is less than the Final Bill?*** The Lessee must pay the Final Bill. In any case, where the Water Bill is 30 days late, at its option, the City may bring suit against the Landlord or the Lessee, or both, to collect Water Bill.
19. ***Why won't the Water Division accept an LTA in a multi-residence or commercial building unless each rental unit is separately controlled by a meter or stop box?*** A separate meter or stop box is necessary for each unit so that a water shut-off in one unit will not affect other units in the same multi-tenant building.
20. ***Why does the Water Division need current address, phone, and email information for the Landlord and Lessee?*** The Water Division needs current contact information for the purpose of sending notices about the Water Service.
21. ***What is a High Usage Notice?*** If the Water Division detects any unusually high water usage, it will send a **High Usage Notice** to both the Landlord and the Lessee.
22. ***What must the Landlord or Lessee do if a High Usage Notice is sent?*** If a High Usage Notice is sent, the Landlord must repair the defect and the Lessee must allow Landlord access to the Service Property to repair the defect.
23. ***What happens if the defect related to the High Usage Notice is not corrected?*** If the defect is not repaired within 24 hours (or within a reasonable time as determined in coordination with the Water Division), or another High Usage Notice is sent, the Water Service will be shut off until the Landlord shows proof of repair and pays the Restoration Fee.
What is a Restoration Fee? The **Restoration Fee** is the \$70 fee paid to restore terminated Water Service.
24. ***What is a Shut-off Notice?*** If the Water Bill is not paid on time, the Water Division will send a **Shut-off Notice** to the Lessee.
25. ***How soon after the Shut-off Notice will the Water Service be turned off?*** If the Water Bill is not paid by the due date specified in the Shut-off Notice, the Water Service will be turned off.
26. ***Is there a fee for a Shut-off Notice?*** Yes, a \$5 charge will be added to the Water Bill if a Shut-off Notice is sent.
27. ***How can the Lessee get the water turned back on after a Shut-off Notice?*** The Lessee should call the Water Division. The Water Service will not be restored until the Lessee pays the Water Bill, the Shut-off Notice charge, the Restoration Fee, and an additional security deposit (if the Water Division sends a Notice of Deposit Increase).