

RENTAL PROPERTY BILLING NOTICE

Dear Customer:

Property owners with rental properties will manage their property's water, wastewater and other service charges directly. Colorado Centre Metropolitan District will work directly with our customer, the property owner, and no longer bill a property owner's tenant.

The billing change was made in response to several difficulties the District has encountered in billing the property's tenant which includes:

- Uncollected tenant payments being assessed back to the property owner responsible for the utility services provided. Property owners will now be able to control utility payments at their property and not rely on the District to provide this service.
- The District has limited resources and manpower to identify and track tenants. Often the District is not informed by the property manager or by the tenant of a change in tenancy. As a result of the inability to track tenants, meter readings are not obtained on the correct dates and new tenants have not applied for service in a timely manner.
- Tenant billing involves District staff members in disputes over usage. Tenant occupancies do not coincide with District utility billing periods. Hence, a great deal of staff time is currently devoted to apportioned billing between outgoing and new tenants. This is an additional service, outside the normal billing cycle for which the District does not charge a fee.

Effective January 1, 2020, as tenants move out or have water service terminated due to nonpayment, accounts will be established exclusively in the property owner's name. Not less than seven (7) days prior to the termination of a current rental agreement the property owner shall notify the District in writing and indicate the effective date of the rental termination to ensure the service accounts are transferred into the property owner's name upon such effective date. Property owners may also request their property's account to be established in their name. As an alternative, property owners may designate a licensed property management company to receive a duplicate copy of the property owner's utility bill.

Effective May 1, 2020 **all** service accounts shall be held in the property owner's name. The District encourages property owners who rent their properties to coordinate with current renters and the District on transferring the service accounts into the property owner's name prior to May 1, 2020, otherwise the service accounts shall transfer automatically into the property owner's name on that date. Commencing May 1, 2020 all property owners shall be responsible for payment of all charges billed by the District for services provided to their property.

Thank you for your patience during this transition period. Should you have any questions concerning this change, please contact April Ruesewald or Fran Shawcroft at (719) 390-7000, extension 11.

Sincerely,

Colorado Centre Metropolitan District