

NEW CUSTOMER ACCOUNT POLICY

The following is the Utility Billing Department policy for opening accounts with the City of Freeport.

- If a business or residential customer is applying for service at a location, the billing office clerks will first check to see if that customer has a previous outstanding balance on a closed account at any other location where a balance is still due.
- If there is a balance due on a closed account, that balance must be paid in full before a new account will be opened.
- If a customer is transferring locations, and the deposit is transferred to the new address, the final bill for the old location will be transferred to the new account.
- If it is discovered that a new account has been set up and an existing balance on an old closed account has not been paid, the customer will be sent a letter stating that if the balance on the old account is not paid in 14 days, the amount will be transferred to their new account.
- Customer's who are renting must provide a copy of their signed lease or a notarized Renter's Affidavit to start service.
- If the customer is the owner of a property, a copy of the warranty deed must be provided to prove ownership.
- All customers, both business and residential must pay a deposit for each location where they are setting up an account.
 - If an owner or property management company would like to keep a deposit on file with the City of Freeport, for each time a tenant moves out, they must fill out a Deposit Holdover Request form for EACH metered location. This must be filled out or the deposit will be refunded and will have to be paid again if the owner or company puts the property back in their name.