



UTILITIES TRANSFER FORM

(A current driver's license and social security number are required for all applicants)

The City of Troy is committed to ensuring that your information is secure. To prevent unauthorized access or disclosure, we have put in place suitable physical, electronic, and managerial procedures to safeguard and secure the information we collect.

Account Setup Transfer Fee (nonrefundable): \$20.00

****Current account MUST HAVE a \$0.00 balance to transfer. ****

SAME DAY SERVICE CANNOT BE GUARANTEED FOR REQUESTS RECEIVED DURING PEAK WORK PERIODS OR AFTER 3:00 PM.

ACCOUNT INFORMATION

Applicant Name (must be listed on the lease/ownership document): _____

Name of Authorized User(s) (optional): _____

Authorized User is given full access to account details and is authorized to open and close the account and make any changes to the account, such as mailing address information, contact phone number, etc. Change or removal of authorized user(s) must be submitted in writing.

Current Service Address: _____

Current Service Account #: _____ Current Service Deactivation Date: _____

New Service Address: _____

Billing Address: _____

New Service Activation Date: _____ Date of Birth: _____

Driver's License/Other ID #: _____ Social Security #: _____

Primary Phone #: _____ Alternate Phone #: _____

Emergency Contact: _____ Emergency Phone #: _____

Email: _____

I would like to receive utility notifications by: Phone Call Text Message Phone Call & Text Message

Phone Number for Text Messages if different from Primary Phone #: _____

(Message and data rates may apply)

I am interested in having the account setup transfer fee waived by enrolling in automatic bank draft. (Monthly payments would be debited directly from a bank account on the 10th of each month.)

***Please be aware of the following regarding discontinuance of service, when applicable: Pursuant to Sec. 13-10 of the City of Troy Code of Ordinances, requests for disconnection must be submitted in writing and are not accepted over the phone. If an account holder fails to notify the City of disconnect, they will continue to be responsible for all charges until service is placed back into the owner's name or a new occupant requests service. ***

This application shall constitute a contract between the applicant and the City. The applicant agrees to abide by all City Ordinances & Rules. Service is exclusively for the Applicant. Chapter 13 of the City's Code of Ordinances (available at https://library.municode.com/al/troy/codes/code_of_ordinances) is incorporated herein by reference. Bills are due and payable in a manner & time indicated on the bill. Service may be denied without notice for delinquency in payment or violation of law and/or City ordinances, rules, or regulations. The applicant hereby swears or affirms that all information supplied on this application is complete and accurate.

Applicant Signature

Date

YOU MAY EMAIL REQUIRED DOCUMENTATION TO CUSTOMERSERVICE@TROYAL.GOV

THIS SPACE RESERVED FOR OFFICE USE ONLY

Deposit Waived: Yes No

Application Reviewed By: _____