



The City of Zanesville

401 Market Street, Zanesville, Ohio 43701

Phone: (740) 617-4910

Email: scott.brown@coz.org

Council-Mayor Government
Donald Mason, Mayor

Department of Public Service
Scott Brown, Director

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Re: Rental Property Utility Contract

Dear Property Owner:

The City of Zanesville Department of Public Service is making improvements to the utility billing process as they relate to utility bills incurred by Owner/Tenant properties.

Attached to this letter you will find a modified contract for services with the City of Zanesville. It explains that all utilities will continue as before and be the responsibility of the property owner.

In the past the City would grant extensions and payment schedules to tenants for extenuated circumstances but subsequently default on payment. Consequently, the property owner would incur excessive utility bills that the property owners were not aware of until the property was shut off and the tenant would move out.

Going forward, besides weather or municipal operational issues, the City will not provide extensions or payment schedules to tenants without the approval of the property owner. Once a property has become delinquent to the point of shutoff, only the property owner can authorize the reinstatement of the services. The services will not be restored until the property has a \$0 balance due.

Additionally, the City will turn off the water to a property once a final bill has been calculated and the deposit has been applied. Once the property has a \$0 balance due and the new tenant presents a new contract for service signed by the property owner, the City will turn-on the utilities.

This new process starts on September 1, 2023. The City recommends that this new contract be included in your rental and lease documents.

It is important for the City to point out to the property owner that service will not be turned on at the unit until a signed contract by the property owner and your tenant is provided to the Utility Billing Department.

This policy is addressing the importance of protecting property owners from excessive utility bills caused by their tenants and also protecting the City from incurring significant losses in utility revenue by delinquent tenants.

Respectfully,

Scott Brown
Director of Public Service
City of Zanesville