



# CONSENT TO RELEASE UTILITY ACCOUNT INFORMATION

## TENANT AUTHORIZATION (UTILITY CUSTOMER)

This consent form authorizes the release of the utility customer's account information to the property owner for the purpose of monitoring the customer's utility account eligibility. Upon written request of the property owner, the City will release: the account balance, financial transactions for the past 90 days, dates of prior disconnections, whether a request to close the account has been received and whether a final utility bill has been issued. The City may issue to the property owner, a duplicate copy of a reminder letter if the account remains outstanding five business days after the reminder letter was mailed. Reminder letters are issued when a utility account is not paid within 21 days of billing.

I agree and direct the City of Spruce Grove to release utility account information to the property owner as specified in this form. I understand that I have the right to revoke my consent but that my eligibility for a utility account may be affected. Unless consent is withdrawn, the utility account information may be released until the final utility bill is issued and the account is paid in full.

Tenant Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## ACKNOWLEDGEMENT OF PROPERTY OWNER

I acknowledge that, only by submitting a completed Request for Utility Account Information form as prescribed by the City, may I obtain the tenant's utility account information.

I further acknowledge that the City may refuse to supply utility services to: a tenant who has an outstanding utility balance with the City, to a tenant whose services have been disconnected for non-payment three times or if a rental property owner has had three tenants fail to pay their final billing.

I understand that when tenants move out of the property, the utility account will revert back into owner's name.

Property Owner Name: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Mailing Address (\*\*not property address): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

- I hereby give the following property management company permission to handle the affairs of the above account.

Management Company: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

This information is being collected under the authority of section 33(c) the Freedom of Information and Protection of Privacy (FOIP) Act. It will be used to authorize the release of utility account information. The personal information provided will be protected in accordance with Part 2 of the Act. If you have any questions regarding the collection, use and disclosure of personal information, please contact the FOIP Coordinator at 780-962-2611