



## Online services and support!

Once your Owner Agent Agreement is set-up, you can access the following online resources by going to [snopud.com/oas](http://snopud.com/oas).

### ▶ **Tenant Information Form**

Use our Online Application for Service (OAS) system to start service in a tenant's name

### ▶ **Notice of Service Change Form**

Submit this form when a tenant moves out so the PUD can start service in the owner's name

### ▶ **Manager Reports**

View these reports to identify the responsibility status of a property: Owner, Tenant or Vacant

### ▶ **OAS Frequently Asked Questions**

Helpful information about using our online resources

*Questions or  
to get started:*

**Customer Service**  
**425-783-1000**

Toll-free in Western Washington and  
outside the local Everett calling area at  
1-877-783-1000

Monday through Friday, excluding holidays  
8:00 AM to 5:30 PM

For customers with a speech/language  
disorder and/or customers who are deaf or  
hard-of-hearing, TTY is 7-1-1 or 1-800-833-6384



P.O. Box 1107  
Everett WA 98206-1107

[snopud.com/oas](http://snopud.com/oas)



*Printed on recycled paper*

FORM 1000 • Rev 1/20

# Owner Agent Agreement



*Manage your rental's  
utility service with ease!*

**SNOHOMISH COUNTY PUD**  
[snopud.com/oas](http://snopud.com/oas)



The PUD's Owner Agent Agreement makes handling the utility service for a rental property a breeze!

With this agreement, service automatically reverts to the owner's name when the PUD is notified to stop service for a tenant.

An owner or his/her authorized agent can call 425-783-1000 or visit any PUD office to request an Owner Agent Agreement.

## What are the benefits of an Owner Agent Agreement?

- ▶ Uninterrupted utility service to unoccupied rental units
- ▶ Service automatically reverts to the owner between tenants
- ▶ Owners are notified by letter when service transfers to their name
- ▶ The Account Service Charge is waived once the initial owner move-in is complete
- ▶ Ability to start service in a tenant's name, using our Online Application for Service (OAS) system
- ▶ The reconnect fee is waived when an owner accepts responsibility for disconnected service (*electric only*)

## How does an Owner Agent Agreement work?

When the PUD receives a request to stop service for a tenant, the owner automatically becomes responsible starting the day after the tenant's move-out date.

The Account Service Charge is waived, and service continues in the owner's name until the PUD is notified to make a change.

**NOTE:** *An exception to the automatic owner move-in process is if the PUD disconnects a tenant's service for non-payment.*

## If I have an Owner Agent Agreement, do I still need to contact the PUD?

Having an Owner Agent Agreement makes it easy to manage the utility service for rental properties.

However, there are circumstances when the owner or his/her authorized agent should contact the PUD such as:

- ▶ To stop service for a tenant
- ▶ To stop or start service for an owner
- ▶ To request or cancel an Owner Agent Agreement
- ▶ To update information regarding property management
- ▶ To add or remove an authorized agent such as a property or account manager
- ▶ To update the billing address

