



## WORKING WITH IVGID ON PROCESSING CHANGE OF OWNERSHIP UPON SALE

### **For Single, Multi Family and Commercial Properties (Excluding HOA accounts or vacant land):**

For all changes of ownership due to sale we will require a minimum of 2 working days notice, prior to the close of escrow, to schedule a final read on the water meter. Please call our office to notify us of the estimated close of escrow date and a request for final meter read. By the morning of the close of escrow date we will provide you with the current balance on the account and the consumption charges due from the final meter read. IVGID does not prorate balances on accounts so the final read breakdown will include the base rate charges for the account (which are billed in advance). If a final meter read is not requested the new owner will be liable for the past consumption charges on the account.

### Other Helpful Information to Ensure Accuracy upon Close of Escrow:

- If the leak notification is set at the time of collecting a final meter read IVGID will advise escrow so all parties can be informed. This is a courtesy notification and IVGID will not require a leak be fixed.
- When a demand is faxed for completion we will complete the information requested or indicate if the property is located within an HOA which pays the water/sewer charges or is vacant land. We will also fax the demand to the IVGID Recreation department for them to indicate if there are passes which need to be returned upon sale.
- Our billing cycle is the 19<sup>th</sup> to the 18<sup>th</sup> of each month. Our base rates are billed on the 19<sup>th</sup> of the month in advance for this time period. Consumption charges are billed in arrears based on water and sewer use at the property. IVGID does not prorate charges and water and sewer services and charges are continuous through change of ownership.
- If the customer has Auto Payment set for their account, we will cancel auto payment once a final read is completed.
- If duplicate payment is made after the close of escrow date, we will deposit the title company check and issue a refund check to the seller.
- Upon close of escrow we need to receive a copy of the Deed (excluding properties in an HOA), even if there is not a check being submitted, as well as a contact phone number(s) for the customer.
- A separate demand for refuse charges must be sent to Waste Management by email: [dpayoffs@wm.com](mailto:dpayoffs@wm.com). Refuse rates are billed quarterly in advance on October 1, January 1, April 1, and July 1.
- Buyers may be interested in viewing our Ordinances which are available to view online at: [www.ivgidpublicworks.org](http://www.ivgidpublicworks.org)

If you have questions about any of these procedures, please call our office at (775)832-1203 or email [pw@ivgid.org](mailto:pw@ivgid.org). Thank you for working with us to ensure a smooth change of ownership process for our mutual customers!

Sincerely,

A handwritten signature in black ink, appearing to read "SK", with a long horizontal flourish extending to the right.

Samantha Kurashewich  
Public Works Administrative Manager