



**APPLICATION FOR RESIDENTIAL SERVICE**

The District is required by the Federal Trade Commission to validate the identity of all customers prior to providing service. This validation will require photo ID and/or Social Security Number. Qualifying photo ID shall include, without limitation, valid government-issued driver's license or ID card, valid U.S. Permanent Resident Card (i.e., "Green Card"), and foreign government-issued photo identification or valid passport. Customers making application via phone, e-mail, fax or through a realtor or property management company will be required to provide valid photo identification in person at the District's office if they decline to provide their social security number for validation

**\*\*NO ACCOUNT SHALL BE OPENED WITHOUT IDENTIFICATION VALIDATION\*\***

1. Complete Customer information and signature sections on page 2. A deposit may be required. Read the Terms and Condition section including residential rate options, deposit requirements, automatic payments, continuing water service, etc (pages 5 and 6).
  2. Due dates: Bills are considered past due 19 days after mailing and the due dates are not a fixed date each month. Bills are usually mailed on a Wednesday. Ask Customer Service if you have questions about due dates and payment options.
  3. Return the completed application with proof of ownership or a rental agreement to:  
Truckee Donner PUD, 11570 Donner Pass Rd, Truckee, CA 96161  
Email: [Service@tdpud.org](mailto:Service@tdpud.org) Fax: (530) 550-1968
- When you return the completed application and other required documentation along with paying any required deposit if applicable, the service will be transferred into your name (minimum 1-3 business days). There will be a \$60.00 account setup and transfer fee applied to your first billing. This is a onetime, non-refundable charge.*
4. Optional (page 3): Complete Autopay for automatic payments processed on due dates or setup and manage your autopay information online through My Account/ Smarthub.
  5. Optional (page 4):  
**A.** Owners with rentals apply for the Automatic Transfer to Owner.  
**B.** Third party notification and or delinquent account notification.

*Manage your active TDPUD account on your smart device via the Smarthub App or online at [tdpud.org](http://tdpud.org), MyAccount/Smarthub. Setup and/or change autopay information, initiate one-time payments, update addresses and phone numbers, etc.*





11570 Donner Pass Rd, Truckee, CA 96161

(530) 587-3896 Fax (530) 550-1968

service@tdpud.org

TDPUD Acct #: \_\_\_\_\_

**APPLICATION FOR RESIDENTIAL SERVICE**

**SERVICE ADDRESS** \_\_\_\_\_

STREET NUMBER & NAME

APT/SPACE#

**OWN**   **RENT**   **CONTRACTOR**   **OWNER'S NAME/PROPERTYMGR** \_\_\_\_\_

**PRIMARY RESIDENCE**   **SECOND HOME**   **DATE SERVICE IS TO BEGIN** \_\_\_\_\_

APPLICANT NAME _____	HOME PHONE # _____	CELL PHONE # _____
SOCIAL SECURITY # _____	DATE OF BIRTH _____	DRIVER'S LICENSE # _____ STATE _____
OTHER PHOTO ID # (ID CARD, PERMANENT RESIDENT CARD, PASSPORT) _____		
MAILING ADDRESS _____	CITY _____	STATE _____ ZIP _____
EMAIL ADDRESS _____		
EMPLOYER _____	BUSINESS PHONE # _____	

**ADDITIONAL APPLICANT - PLEASE INDICATE:**   \_\_\_\_\_ SPOUSE   \_\_\_\_\_ CO-TENANT   \_\_\_\_\_ CO-SIGNER

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APPLICANT NAME _____	HOME PHONE # _____	CELL PHONE # _____
SOCIAL SECURITY # _____	DATE OF BIRTH _____	DRIVER'S LICENSE # _____ STATE _____
OTHER PHOTO ID # (ID CARD, PERMANENT RESIDENT CARD, PASSPORT) _____		
MAILING ADDRESS _____	CITY _____	STATE _____ ZIP _____
EMAIL ADDRESS _____		
EMPLOYER _____	BUSINESS PHONE # _____	

**By signing, I am acknowledging that I have read and agree to the Terms and Conditions set forth in this application packet (page 5 and page 6).**

DATE: \_\_\_\_\_ SIGNED: \_\_\_\_\_ SPOUSE/CO-TENANT: \_\_\_\_\_

By providing the telephone number(s) and/or e-mail address(es) in this application or at any other time related to the provision of services by the Truckee Donner PUD, I consent to receiving autodialed and prerecorded voice message calls from the Truckee Donner PUD or its third party debt collector at that number(s) or e-mail address(es).



**TRUCKEE DONNER PUBLIC UTILITY DISTRICT**  
11570 Donner Pass Rd, Truckee, CA 96161  
(530) 587-3896 Fax (530) 550-1968

**APPLICATION FOR RESIDENTIAL SERVICE**

\*\*\*\*\***OPTIONAL FOR OWNERS**\*\*\*\*\*

**OWNERS WITH RENTALS: AUTHORIZATION AGREEMENT FOR AUTO TRANSFER PROGRAM**

\_\_\_\_ YES    \_\_\_\_ NO, not interested at this time.    **SERVICE ADDRESS** \_\_\_\_\_

OWNERS WITH RENTALS ONLY – OPTIONAL: This is to advise, that in the event I have a tenant living in my home and subject tenant asks that you discontinue utility service(s), I hereby request that you read the electric and/or water meters but do not shut off services to the house/dwelling. I will be responsible for electric and/or water utility service charges incurred after that reading. This automatic transfer to owner will not apply for those tenants who are disconnected for nonpayment of utility service or nonpayment of a required deposit. I understand that I will be charged the current reconnect fee per the District's Miscellaneous Fee Schedule if I wish service reconnected after disconnection for non-payment. This authorization will remain in effect until revoked in writing.

DATE \_\_\_\_\_ SIGNED \_\_\_\_\_ Applicant One

DATE \_\_\_\_\_ SIGNED \_\_\_\_\_ Applicant Two

\*\*\*\*\***OPTIONAL THIRD PARTY NOTIFICATION**\*\*\*\*\*

**THIRD PARTY DELINQUENT ACCOUNT NOTIFICATION AUTHORIZATION AGREEMENT**

I hereby authorize Truckee Donner PUD to send a copy of the delinquent and cutoff notices to the below named third party. I understand that this person is under no obligation to pay the bill or to assume responsibility for its payments.

Customer's Signature (Required): \_\_\_\_\_ Date \_\_\_\_\_

**THIRD PARTY DELINQUENT ACCOUNT NOTIFICATION AUTHORIZATION AGREEMENT:**

Name \_\_\_\_\_ Relationship \_\_\_\_\_

Mailing Address \_\_\_\_\_ City / State / Zip \_\_\_\_\_

Home Phone # \_\_\_\_\_ Cell # \_\_\_\_\_ Work # \_\_\_\_\_

E-Mail Address \_\_\_\_\_

I hereby authorize Truckee Donner PUD to send me a copy of delinquent and cutoff notices for the above-mentioned customer. I understand that I am under no obligation to pay the customer's bill or assume responsibility for its payments.

Third Party Signature (Required): \_\_\_\_\_ Date \_\_\_\_\_



**APPLICATION FOR RESIDENTIAL SERVICE**

**TERM & CONDITIONS**

**APPLICANT'S RESPONSIBILITIES:**

I hereby request electric and/or water service to the premises described on the prior page and agree to pay the applicable rates and abide by the resolutions, ordinances, rules and regulations of the District. I owe no monies to the District either directly or indirectly under the above name or any other name in which arrangements for payment in full have not been made.

I agree that the District is not responsible for damage caused by or resulting from conditions or circumstances beyond its control including, but not limited to, storms, lightning, floods, fires, vandalism, discontinuance of power from the District's supplier or wiring or plumbing on the premises not owned by the District or for damage caused by or resulting from disconnection of services for any legal reason.

**I understand that I am responsible for all utility bills until such time as I notify the District to discontinue utility service in my name.** Upon termination of service, the District will return any deposit less the amount of any charge remaining unpaid. In the event that collection proceedings are commenced to collect any unpaid charges, I agree to pay all court costs and a fair and reasonable attorney's fee.

I further understand that monthly water billings for any existing water service, once activated, are to continue in an owner's name or a qualified renter or tenant's name.

The District reserves the right to refuse service or discontinue service to any customer if all of the above conditions are not accepted and required information is not furnished; if the customer misrepresents the conditions for which service is being requested; or if it is learned at any time that the transfer of service has been requested in order to avoid payment of outstanding charges on the above account.

**IMPORTANT: At any time freezing weather may occur, all water pipes and appliances should be drained to prevent damage to your property. The District accepts no liability for such damages when its service to your property has been disconnected for any legal reason.**

**APPLICATION REQUIREMENTS:**

- ❑ Owners shall provide proof of ownership (i.e., copy of closing papers; copy of deed; any document from escrow papers). The service will not be transferred until the application and ownership documents are received and processed by TDPUD (*minimum 1-3 business days*).
- ❑ Renters must furnish a copy of their rental agreement. The service will not be transferred until the application and rental agreements are received and processed by TDPUD (*minimum 1-3 business days*).
- ❑ The TDPUD has two different rates for residential electric customers. See page 6 for explanation.

**DEPOSIT REQUIREMENTS:**

- ❑ TDPUD will run a credit check with a qualified credit reporting agency on all customers to determine if a deposit will be required. This credit check is an inquiry only and will not adversely affect the consumer's credit rating. Determination for deposit requirements is based on the consumer's over-all credit history and the credit reporting agency's evaluation of the potential for credit risk. If the credit qualifies, the deposit is waived. No signature is required for this credit check to be run as it is not a credit report and does not adversely affect the consumer's credit rating. This same agency is used to validate identity. A deposit is equal to twice the highest electric/water bill in the last 24 months
- ❑ Deposits will be retained for a minimum of 24 months. The deposit will be credited to the customer's account when the customer establishes good credit with the District, or when the customer closes the account.



**APPLICATION FOR RESIDENTIAL SERVICE**

**TERM & CONDITIONS continued**

**ELECTRIC RESIDENTIAL RATES:**

Truckee Donner Public Utility District provides two residential electrical rates. The permanent resident rate (P10) is billed to those customers who occupy their homes on a full-time basis. The non-permanent resident rate (S10) is billed to those customers who occupy their homes on a part time basis for vacations, weekends, ski leases, etc. The current rates can be found on the District website at [www.tdpud.org](http://www.tdpud.org). The following is a list of criteria used to determine a customer's qualification for our permanent resident rate. Providing this information will assist us in determining your proper rate. Qualification for the permanent resident rate is at the District's discretion and will be based on a combination of items from the below list.

1. Homeowner's exemption on the Truckee property per the Nevada/Placer County property tax record.
2. Loan documents and/or homeowner's insurance records indicating the Truckee residence as the primary residence.
3. A local mailing address and daytime, evening and/or work phone numbers within the Truckee area.
4. California driver's license, and vehicle registration with local address.
5. Voter registration in Nevada/Placer County showing the Truckee address in the TDPUD area.
6. Employment in the Truckee area and/or Attendance of dependents at a local primary or secondary school.
7. Information from District records

**THIRD PARTY NOTIFICATION PROGRAM:**

Truckee Donner PUD offers a third party notification program which can help prevent an unexpected disconnection of your electric/water service by assigning a third party to be notified in the event your account is in arrears. This program is designed to help customers who intend to pay their bills, but due to circumstances beyond their control, are unable to do so.

Under this program, when delinquent and cutoff notices are mailed to you, a copy of the notices will also be mailed to your designated third party. This person can then remind you to pay the bill and avoid a possible disconnection of the electric/water service.

Though designed to help the sick, elderly, or dependent adults, the program is open to anyone. The designated third party is under no obligation to pay the bill or to assume responsibility for its payment. Unless they have been authorized by you, this person will not be given further information on the account beyond this notification, nor will they be able to make arrangements or changes to the account. This person is notified so that he or she is aware of the status of the electric/water bill and can assist you as needed.

For customers who request the third party notification, the attached application form must be completed and signed by you and the person selected to receive the notification. The third party does not need to be a customer of Truckee Donner PUD.

Phone numbers and e-mail addresses are important. Should a 48 Hour Notice of Termination be issued, the District will make a courtesy phone call and/or send an e-mail to you and to your designee.