



## CITY OF ANN ARBOR, MICHIGAN

Water Utilities Customer Service, P.O. Box 8647,  
Ann Arbor, Michigan 48107

Phone: (734) 794-6000 Fax: (734) 994-8991

Web: [www.a2gov.org](http://www.a2gov.org) Printed on recycled paper

### Automatic Owner Agent Transfer for Water Utilities Accounts

#### Program Description:

In an effort to improve customer service options for Our customers, the City of Ann Arbor is offering Owners and Property Managers access to a program that will automatically default back into your name in between tenants.

#### Program Advantages:

Water service is on at the location for tenants when they move in  
No additional fees for turning water on and off with each tenant turnover

#### Program Enrollment:

Complete the attached authorization form and send it along with a list of the addresses you wish to sign up for the program to our office. If you sell the property, please contact us to cancel this program.

#### Renter Responsibility

New tenants will need to call our office to have the account transferred into their name when they move in. They will also need to contact us when they move out to close their account.

#### Additional Information:

If you have any questions or concerns, please do not Hesitate to contact our office. You can reach us Monday – Friday from 8:00 AM – 5:00 PM at 734-994-2666 or [customerservice@a2gov.org](mailto:customerservice@a2gov.org).