



## HOW TO SET UP, TRANSFER, OR CANCEL SERVICE

Dear APU student:

Welcome to the City of Azusa! In an effort to assist you and the rest of the APU campus community, we have partnered with APU's office of Housing Services in developing a process that works. Because requests for electric service (new, transferring, and closing accounts) usually tend to happen during the same time frame, we have developed deadlines that allow us to efficiently serve the APU community as well as other community members in our city. Thanks in advance for working with us by following the process below.

### THE APPLICATION PROCESS – Choose one of the methods below to set up or transfer service

1. Visit our website at [www.azusalw.com](http://www.azusalw.com), under *ONLINE SERVICES*, click *Sign Up for Service*. Powered by 2TurnItOn, this is an easy online application process. Simply enter service address, click on the Electricity icon, and then enter your information. You can expect to receive an email notification within 2 business days.
2. OR...Complete the appropriate sections of the attached electric service application (see below); also include a copy of your identification and a check for the \$135.00 pre-payment made payable to Azusa Light & Water **no later than July 23<sup>rd</sup>, 2009**. Late applications or requests for service will result in your electric service not being provided until **after September 7<sup>th</sup>, 2009**. There will be no provision for weekend or holiday service (Fri, Sat, Sun, or Labor Day).
  - **Setting Up New Service** - Complete sections 1-3 of the attached electric service application.
  - **Transferring Service** - Complete sections 1-4 of the attached electric service application. Make sure the old and new addresses are stated clearly. No prepayment is necessary; However, the existing account must be paid in full before service is transferred to the new address. In addition, transfer requests must be received by **Thursday, August 17<sup>th</sup>, 2009**. Late applications or requests will result in services not being transferred until after **Tuesday, September 8<sup>th</sup>, 2009**.

### TO CANCEL YOUR ACCOUNT

Complete section 1 only of the electric service application and mail to Azusa Light & Water before **MONDAY, September 7<sup>th</sup>, 2009**. Late requests for cancellations will result in your electric service not being cancelled on requested date.



## INFORMATION ABOUT YOUR MONTHLY AZUSA LIGHT & WATER BILLING

- 1. You will be billed monthly (blue bill)**  
*Your monthly bill will reflect a date for current charges due approximately 20 days after the billing date.*
- 2. If your payment is not received by that due date, a “Payment Reminder” will be mailed to you (pink bill).**  
*The Payment Reminder will specify that your full payment must be paid before 3 p.m. on a specific due date. To avoid a late fee being added to your account, payment must be made before this date.*
- 3. If payment is still not received after the 3pm due date, a “Disconnect Notice” will be mailed (pink bill).**  
*This notice will include the added late fee and will specify that your payment must be paid before 3pm on a specific due date to avoid disconnection of service. In the event of disconnection of service, a reconnect charge will be applied if you pay your balance and request service reconnected.*
- 4. Azusa Light and Water now offers Electronic Billing & Payment.**  
*Please visit our website at [www.azusalw.com](http://www.azusalw.com) for more information.*