



729 N Azusa Avenue, Azusa, CA 91702 / Office (626) 812-5225 / Fax (626) 812-0963 / [www.azusalw.com](http://www.azusalw.com)

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

Dear APU student:

Welcome to the City of Azusa! In an effort to assist you and the APU campus community, Azusa Light & Water (ALW) has partnered with APU's office of Housing Services to process your utility service requests. Each academic season produces a large number of electric utility service requests, i.e., for new service, service transfers, and to close accounts. In order to fulfill requests in a timely manner, ALW has established deadlines which allow ALW to schedule service turn ons and shut offs, and to more efficiently serve the APU community as a whole. Below describes options you may use to turn on your utility services and make other changes to your service. Please follow these instructions carefully for best results. Thank you.

### **Submit your Utility Service Request to ALW once you receive your housing assignment.**

#### **ONLINE:**

1. To **Sign Up for Service**, visit our website at [www.azusalw.com](http://www.azusalw.com). Under **ONLINE SERVICES**, click "Sign Up for Service" Powered by 2TurnItOn. Enter your service address, click on the Electricity icon, then enter your information. Include your four digit APU box number for the billing address at PO Box 9521. You can expect to receive an e-mail notification verifying receipt of the application within 2 business days.
2. To **Close Account** or to **Transfer Service** to another address, visit our website at [www.azusalw.com](http://www.azusalw.com). Under **ONLINE SERVICES** drop down menu, click on "Close Account / Transfer Service Request". Please submit your request **one week in advance** of the date on which you would like the change to occur. Late applications may result in a delay of service. Additionally, if you do not close your account when you move out, you will continue to be billed.

#### **BY MAIL OR DROP BOX:**

Complete and return the appropriate sections of the attached *Utility Service Request* **as soon as you receive your housing assignment.** Include a clear photocopy of your Driver's License or Identification.

To possibly waive the \$135.00 pre-payment, be sure to check the box  at the bottom of the application form authorizing Azusa Light & Water to verify your identification and check your credit with Equifax, the credit reporting agency for Azusa Light & Water. If you pass the credit check, the pre-payment will be waived. If you do not have a high enough credit score to pass, then expect the pre-payment to be billed on the first bill statement.

Azusa Light & Water Mail Address and Drop Box Location:

CUSTOMER SERVICE  
AZUSA LIGHT & WATER  
729 N AZUSA AVENUE  
AZUSA CA 91702-2543

**There will be no provision for weekends (Friday, Saturday, Sunday) or holiday service requests**



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## **INFORMATION ABOUT YOUR MONTHLY AZUSA LIGHT & WATER BILLING**

### **1. You will be billed monthly (blue bill).**

Your monthly bill will reflect a date for the **current charges due** approximately 20 days after the billing date. To avoid additional late charges being added to the account, payment must be made in full before this date. On the first bill, your account will be billed a \$45.00 account processing fee and a \$1.25 fee to verify your identification.

### **2. If payment is not received by the due date on the blue bill, a “Past Due Notice” will be mailed (yellow bill).**

The Past Due Notice will include a late fee and will specify that the **past due balance must be paid in full** before 3:00 p.m. on a specific due date.

### **3. If payment is not received by due date on the Past Due Notice, a “Disconnect Notice” will be mailed (pink bill).**

The Disconnect Notice may include a late fee and will specify that the **past due balance must be paid in full** before 3:00 p.m. on a specific due date to avoid disconnection of service. In the event of disconnection of service, a reconnect charge will be added to your balance due, and may be paid along with the delinquent charges. In cases where a customer’s pre-payment was initially waived, the pre-payment will be billed on a subsequent billing.

### **4. Azusa Light & Water offers Electronic Billing & Payment.**

Please visit our website at [www.azusalw.com](http://www.azusalw.com) for more information.



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### UTILITY SERVICE REQUEST

- NEW SERVICE**, complete **SECTIONS 1, 2 & 3.**
- TRANSFER SERVICE**, complete **SECTIONS 1-4.**
- CANCEL SERVICE**, complete **SECTION 1.**

#### Instructions:

Fill out appropriate sections below for service changes. **SIGN** and submit your form **by mail** or **hand deliver** to Azusa Light & Water. Include a clear copy of your photo I.D. with the application. There will be a \$45 Account Processing Fee billed for New Service and Transfer Requests. Be sure to check the box at the bottom of page authorizing a credit check.

#### SECTION 1

Name (First, MI, Last):			
New Service Address (Include Apartment # and Building #, if appl.):			
Driver's License, or Photo I.D. or Passport # (Include State where Issued):		Date of Birth:	
Complete Social Security #:			
Billing Address (Include APU Box #, if appl.) City, State, ZIP Code:			
Home Telephone #:		Mobile #:	
Requested Start Date &/or Closing Date:			

#### SECTION 2

Employer Name & City:	
Work Telephone #:	

#### SECTION 3

Emergency Contact Name and Relationship:	
Emergency Contact Telephone #:	

#### SECTION 4

Prior Service Address (Include Apartment # and Building #, if appl.):	
Prior Account #:	
Requested Closing Date:	

I hereby agree to abide by all rules and regulations established by the Azusa Light & Water and the City of Azusa. By checking this box  hereby authorize Azusa Light & Water to conduct an identity & credit check for a fee of \$1.25.

Signature:

Date:

For ALW Office Use Only:	Date Received:	CIS#:	
Date Processed:	New Acct #:	CSR#:	W/O #: