



Policy and Procedure

How Water Service is Handled when a Property Changes Ownership

When a property is transferring from one owner to another, water service is not shut off unless specifically requested. The account is transferred to the new property owner once it is recorded at the Registry of Deeds. In order to properly complete this transfer, the following information/actions must be provided by the current property owner or their closing attorney:

1. The closing date, name of closing attorney with their contact information.
2. The name of the new owner and contact information for new owner (if unknown then current owner must contact the closing attorneys to obtain this information for us)
3. We will schedule a final meter read and provide a final bill for the closing. If necessary, we may need access to the meter.
4. All charges on the water account must be paid at closing

The account cannot be transferred if there are any unpaid past due balance or charges.