

## Service Area 3 FAQs

### Property Transfers

#### **I am selling my home or lot, how do I close my account?**

The title company will contact us to collect any balance due on the account and to do a property transfer inspection before closing. We provide them with a close account and an open account form to have the buyer and seller complete for closing. They will collect for the final bill, the property transfer fee and inform us of the new property owner. Please contact our office to verify that we have been notified. There is a violation fee for not going through the Service Area's property transfer process. Any auto payments or bill pay through your financial institutions will need to be closed accordingly by the homeowner.

#### **I'm moving from one house in Silver Creek Estates to another in Silver Creek Estates, will my account number change?**

Yes, account numbers are associated to the parcel and the parcel number so you will have a different account number.

#### **Does the Service Area shut off water in between ownership?**

No, the Service Area does not shut off water in between ownership. Once we receive the paperwork and payment from the title company, we close the old account and open the new account with no interruption of service.

#### **Is there a way to discontinue service while my house is unoccupied?**

For people on the water system, there is an option to turn off water service to your home but there's a \$2,500 reconnection fee. We have many second homes in Service Area 3. If your home is left unattended for an extended period we recommend shutting off the water coming into the home. This can prevent possible damage and save money in the event of a leak. In winter months heat must be maintained above 55 degrees to prevent frozen pipes. You should track your water usage, especially during irrigation season. Most irrigating occurs at night and many leaks go unnoticed. Tracking water use through Eye on Water can catch these leaks early, saving you money and damage to your home.

#### **How do I know when my new account has been opened?**

Once we receive the paperwork from the title company, we will open the new account and send the new owner a welcome email. This email is to notify the new owner of their new account number and follow up with information about Xpress Bill Pay and Eye on Water.

#### **Where do I find out information about the community like where to pick up my mail, how to pay my water bill and how to track my water usage?**

We created a document called Welcome to the Service Area for new residents. Here's a link to our website:

<https://www.summitcountyutah.gov/DocumentCenter/View/24048/Welcome-to-Service-Area-3-2024docx-3>