



# UTILITY SERVICE DISCONNECTION FORM

## OFF REQUEST INSTRUCTIONS:

PLEASE COMPLETE THIS FORM AND SUBMIT IT ALONG WITH VALID GOVERNMENT-ISSUED PHOTO IDENTIFICATION FOR VERIFICATION.

IT IS THE RESPONSIBILITY OF THE ACCOUNT HOLDER TO NOTIFY THE CITY OF LOMPOC WHEN UTILITY SERVICES SHOULD BE DISCONNECTED IN THEIR NAME.

PLEASE ALLOW ONE (1) FULL BUSINESS DAY FOR PROCESSING FROM THE DATE OF YOUR REQUEST. THE REQUESTED DISCONNECTION DATE MUST BE A FUTURE BUSINESS DAY (MONDAY – FRIDAY, EXCLUDING WEEKENDS AND CITY RECOGNIZED HOLIDAYS). PLEASE NOTE THAT WE ARE UNABLE TO BACKDATE SERVICE DISCONNECTIONS.

UTILITY SERVICES WILL BE TURNED OFF BETWEEN 8:00 AM AND 5:00 PM ON THE DATE REQUESTED. SPECIFIC APPOINTMENT TIMES CANNOT BE SCHEDULED.

PLEASE PROVIDE THE MAILING ADDRESS WHERE YOU WOULD LIKE YOUR FINAL UTILITY BILL – AND ANY APPLICABLE CREDIT REFUND – TO BE SENT.

A MINIMUM OF ONE (1) BUSINESS DAY NOTICE IS REQUIRED TO MODIFY THE SCHEDULED DISCONNECTION DATE. IF A CHANGE REQUEST IS MADE ON THE SAME DAY SERVICE IS SCHEDULED TO BE DISCONNECTED, A \$25.00 SERVICE RESTORATION FEE WILL APPLY BEFORE SERVICE CAN BE REINSTATED. A NEW DISCONNECTION REQUEST FORM MUST ALSO BE COMPLETED WITH THE UPDATED INFORMATION. PAYMENT AND DOCUMENTATION MUST BE RECEIVED BEFORE 4:00 PM.

IF A DEPOSIT REMAINS ON YOUR UTILITY ACCOUNT AT THE TIME OF DISCONNECTION, IT WILL BE APPLIED TO YOUR FINAL BILL. SHOULD THERE BE A CREDIT BALANCE AFTER THE DEPOSIT HAS BEEN APPLIED, A REFUND WILL BE PROCESSED AND ISSUED APPROXIMATELY 6-8 WEEKS FROM THE DATE OF THE FINAL BILL. ALL REFUNDS WILL BE TRANSFERRED TO AN ACTIVE UTILITY ACCOUNT IN YOUR NAME OR MAILED, SO PLEASE ENSURE THAT YOU PROVIDE A VALID AND CURRENT MAILING ADDRESS BELOW.

YOU SHOULD RECEIVE YOUR FINAL BILL APPROXIMATELY TWO WEEKS AFTER YOUR CLOSING DATE. IF YOU DO NOT RECEIVE A FINAL BILL, PLEASE CONTACT OUR OFFICE.

IF FULL PAYMENT OF THE FINAL ACCOUNT BALANCE IS NOT RECEIVED WITHIN 90 DAYS OF THE ACCOUNT CLOSURE DATE, THE ACCOUNT WILL BE SUBJECT TO THE CITY OF LOMPOC’S COLLECTIONS PROCESS.

IN SOME CASES, ADDITIONAL INFORMATION MAY BE REQUIRED.

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**EMAIL:** UTILITYCONNECTIONS@CI.LOMPOC.CA.US  
**ADDRESS:** 100 CIVIC CENTER PLAZA; LOMPOC, CA 93436

**FAX:** (805) 875 - 8760  
**PHONE:** (805) 736 - 1261  
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ACCOUNT NUMBER/CID: \_\_\_\_\_ STOP DATE: \_\_\_\_\_

CUSTOMER NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

DRIVERS LICENSE/ID NUMBER: \_\_\_\_\_ ACCOUNT PASSCODE: \_\_\_\_\_  
(IF APPLICABLE)

SERVICE ADDRESS: \_\_\_\_\_

UPDATED MAILING ADDRESS: \_\_\_\_\_

\_\_\_\_\_  
CUSTOMER SIGNATURE

\_\_\_\_\_  
TODAY’S DATE

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**FOR INTERNAL USE ONLY:**

\_\_\_\_\_  
RECEIVED BY

\_\_\_\_\_  
DATE RECEIVED