

As real estate sales continue to increase in the Eldorado area, please take a moment to read what is required to properly close out your EAWSD account.

- Once a closing date has been determined, contact the EAWSD CUSTOMER SERVICE & BILLING OFFICE to let us know the date to transfer water service to the buyer. EAWSD will provide a FINAL READ form to be returned to the office, schedule a final reading of your meter, prepare and send a Final Bill and close out the account, once we have received the final balance due. **Final Bills should be paid UPON RECEIPT** and no later than 30 days from the closing date to avoid complications transferring service to the new owner.
- Let the buyer(s) and/or the title company to contact EAWSD *as soon as possible*, preferably before the closing date, to fill out and submit the necessary paperwork to transfer the water account into their name and avoid interruption of service.
- The buyer will be provided with a New Customer Information brochure from the CUSTOMER SERVICE & BILLING OFFICE that will give them general information about our utility, their water service, and a schedule of current water rates.
- If you are selling a vacant property that is metered for service by EAWSD, the process is the same. To avoid base charges and penalties from accruing in your name, contact EAWSD in advance of the closing date. The seller must also inform the buyer and/or title company to contact EAWSD as soon as possible with a forwarding address to avoid servicing issues once a home is built on the property.
- At any time during the process of preparing to sell your home or property, we encourage you or your potential buyer(s) to visit the EAWSD website at www.EAWSD.org to view information about EAWSD, your water service, conservation tips, etc. You may also contact EAWSD's Customer Service & Billing Office at (505) 466-1085, Opt 1 or by email at customer.support@eawsd.org.
- Following the steps above will help ensure a smooth transition of water service from you to the buyer(s) of your home or property. One important detail that often gets overlooked in the transfer of an account is that there is a **monthly base fee charged for a metered connection to your home or vacant property, regardless if water is used or not**. Pending the closing date and transfer of an account, you will remain responsible to pay the base fee until new ownership is accepted. **Please provide our billing staff with a forwarding address or phone number so you can be contacted, if necessary.**