

The importance of the name on a **UTILITY ACCOUNT**

Do you know that more than one person can be associated with a Dothan Utilities account and what the benefits of having an additional party are?

It is all about access. Dothan Utilities believes the privacy of customer account information is of the highest importance. As part of that belief, we take measures to verify identity before sharing information. If only one party is listed on a utility account, only that person can access information, such as usage, payments, deposits, billing, and credit history, on that account.

During and since COVID, Dothan Utilities received many requests from family members and caregivers attempting to handle business for another individual. Many times, Dothan Utilities staff were limited in what information could be provided and therefore limited in the amount of assistance that could be given. Those accounts that had additional family members listed were able to conduct business for those account holders that were hospitalized or otherwise incapacitated.

By listing an additional party on your Dothan Utilities account, you allow someone else to access your account information in your absence, limited capacity or at the time of your death. The benefit of taking this measure allows for that person to assume your account without assessment of a credit inquiry, without the expense of a connection fee, with the ability to transfer deposits and with minimal documentation requirements.

Contact

Us:

Dothan Utilities staff are eager to assist their customers with the addition of family members to your account. Help us to better help you. Call (334-615-4100, option 4), email (utilityservices@dothan.org) or come by our office (125 N. Saint Andrews St) and discuss your options with our team.

