



MAKING CHANGES TO YOUR GAS/ELECTRIC SERVICES

Transferring to a new service location

Here's what you need to know in order to transfer your currently TPCG utility service to a new service location.

WHO CAN TRANSFER SERVICE?

Only the individual named on the account at the current service location can transfer service. This must be done in person at Government Tower (first floor).

WHAT SHOULD I BRING?

You must bring your picture ID and payment for the current balance due on the account.

You will also have to provide documentation for the new address. The following will be accepted:

- Rent receipt
- Lease agreement
- Deposit receipt
- Complete purchase agreement
- Proof of ownership

HOW DOES IT WORK?

A final bill will be generated for services up to the disconnection date at the original service location address.

The transfer of deposit is done on the same date of the request. The original service address will be disconnected the same day the new service location is connected.

If you will require for services to be on at both locations, you will have to do a separate deposit for the new service location compliant with policy for establishing a new service. When you are ready to disconnect services at the original service location, that deposit will be applied to your final bill.

Closing your account

Services may only be terminated by the person named on the account with a valid picture ID. You must provide a forwarding mailing address and telephone number.

If you have relocated out of town/state, you may email your request to cityutilities@tpcg.org or mail to:

TPCG Bill Paying & Licensing Division
PO Box 6097
Houma, LA 70361

Reestablishing your closed services

To reestablish your utility service, check out the Setup Service page and follow the same procedure.

If your previous account was closed with an outstanding balance, you must pay the balance before reestablishing utility services.

Reinstating disconnected services

REGULAR PROCESS

For service reinstatements requested **by 2:00 p.m.** for the same business date or **after 2:00 p.m.** for the following business date, customer must pay arrears balance **plus** a **\$15.00** reinstate fee per (electric/gas) service.

- For payments made before 2 p.m. Monday through Friday, service reinstatement will be that same date, permitting compliance with Gas Policy.
- For payments made after 2 p.m., service reinstatement shall be on the following business date.

AFTER HOURS/OVERTIME PROCESS

For service reinstatements requested after 2:00 p.m. for the same business date, customer must pay arrears balance **plus** a **\$15.00** reinstate fee per (electric/gas) service **plus** an overtime fee of **\$30.00** per (electric/gas) service.

IMPORTANT:

Reinstatements can be completed **in person or by phone only**. Once service has been disconnected, past due payment cannot be made online to have service reinstated.

- During regular business hours of 8:00 a.m. to 4:00 p.m., all payments for reinstatement of delinquently interrupted services must be in **cash, money order, or credit card**.
- All reinstatement payment requests made **after 4:00 p.m.** must be made by phone call and payment will only be accepted in the form of a **money order** for the exact amount. A service tech will collect this from you before reinstating services.

PAYMENT OPTIONS (GENERAL)

- No credit card payments accepted after hours through the Answering Service or On-Call personnel.
- Pay online at myTPCG.org, and have your account number (as recorded on your bill) to register your account.

Connections and disconnections are not performed on weekends and holidays.