

## Utility Activation

### Utility Activation Request Processing

To ensure timely and safe utility activation, it is essential that both the Agent and the Buyer are familiar with HUD policies and regulations. Please take a few moments to review the utility activation process.

The average Utility Activation Request requires two (2) business days for processing.

### Utility Activation Checklist:

- Utility Activation Requests MUST be approved.** Neither the Buyer nor the Agent can turn on or test utilities at the property without written permission from our Utility Activation Department. It is critical that all parties abide by this regulation as noncompliance could result in damage to the property with liability falling on the buyer.
- The property must be under contract.** The potential buyer must have a signed contract from the Asset Manager/HUD prior to requesting authorization to test utilities. A copy of the contract may be requested for properties that have not yet been placed into step 8 by the Asset Manager.
- The Utility Activation Form must be completed.** The Innotion Utility Activation Form can be downloaded at any time from our website. We encourage Buyers and Agents to download a new form for each request to ensure compliance with the most up to date regulations.
- Determine Utility Providers.** In order to test utilities, the Buyer or Agent must identify utility companies that service the property. It is recommended that utility companies be contacted ahead of time as processing and activation times differ from provider to provider. It is essential that the property is prepared for utility activation and that the activation timeline is coordinated with the inspector/appraiser (See appropriate dates of Utility Activation).
- Ensure all documents are gathered.** To expedite the utility activation process, we recommend that Buyers or Agents ensure utility providers have all documents needed to turn on utilities in the Buyer's name. Items that frequently hold up or prevent utility activation are:

Outstanding utility bills: If one is present at the property of your interest, please contact our Utility Billing department for the appropriate area. Their information is located in the [Contact Us](#) section.

Documents required by provider: Buyers and Agents must make sure they present all necessary information to the utility company to activate utilities in their name (e.g. a copy of the contract). If additional information is needed from us, please contact our Utility Activation department via email.

- Determine the appropriate dates for utility activation.** The Buyer or Agent is responsible for determining Turn On and Turn Off dates. To determine dates, take the date that fits all parties participating in utility evaluation and add two (2) business days for processing of the application by the Utility Activation Department. To establish the Turn Off date, add three (3) days to the Turn On date. Make sure that neither of the dates fall on a weekend of a federal holiday as most utility providers do not operate on those dates and your request form will be rejected.
- Review the Property Condition Report (PCR).** Prior to requesting utility activation, review the PCR to establish whether the utilities are operational. If the system is faulty we will not grant permission for utility activation as it can cause damage and risk the safety of anyone in the property.

### Important Rules:

A certified Agent must be present at the property during Utility Activation.

The utility activation period cannot exceed 72 hours.

Do not turn on water until the property's thermostat has reached 60° F from October 1st through April 30th in all freeze zones.

After an inspection is conducted and the system has charged water must be shut off at the main valve.

Properties with sump pumps must have electricity on at all times. It is the responsibility of the Buyer or Agent's to ensure electric services are uninterrupted during utility tests.

All accounts must be placed in the name of the Buyer or Agent for the duration of Turn On period and placed back into HUD c/o Innotion after utilities are tested.

Agents must make sure heat remains on until Innotion completes re-winterization.

The Agent will be charged \$75.00 for each time Innotion arrives to perform re-winterization services and is unable to complete the task.

Common Reasons for Utility Activation Form Rejection:

- The information provided is not legible
- The activation period exceeds 72 hours
- The de-activation date falls on a weekend or federal holiday
- The signature for credit card authorization is missing
- The credit card information is incorrect or the charge is declined
- An outdated form was submitted