

# SETTING UP UTILITIES



**Utility accounts will need to be established prior to the newcomer's arrival.**

## TYPES OF UTILITIES

Types of utilities newcomers may need for their home:

- Water/Sewer
- Electricity
- Natural Gas or other fuel type
- Internet

## WHAT YOU WILL NEED TO SET-UP UTILITIES

- Tax ID Number
- Social Security number of an individual in the group. In the case that housing is set up prior to arrival, a team member or World Relief will need to be listed as the account holder. This can be transferred to the newcomer once they have a Social Security number.

## HOW TO SET-UP UTILITIES

- Research local providers: Ask the landlord or housing manager which utilities will be needed and about preferred providers.
- Water/sewer: If not included in the rent, you will need to activate the service at the city or county government's website. They'll let you know when your service and meter tracking begin, and when you can expect your first bill. Schedule this service at least two weeks before newcomers move in.
- Electricity: You will be able to sign up for electricity services online or over the phone. Most services activate in less than 24 hours.
- Internet: We recommend waiting until the newcomer's arrive to set-up internet. They may choose to use their phones and a hot-spot for internet services to save on costs. If they do choose to install high speed internet in their home, be sure to research best prices and plan ahead as it can take a couple weeks to schedule a technician.

## TRANSFERRING TO NEWCOMER'S NAME

Research what documentations are required and how to transfer utilities to the newcomer's name in your county. Once the newcomers have all the required documents, your team can help transfer the utilities to them.

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## FIRST BILL

Utility bills are often sent monthly with a due date on the invoice. Once the first bill arrives, walk the newcomer's through how to pay the bill. Follow up with them each month to see if they need any assistance.

Put together a calendar with newcomers that can hang in the house highlighting bill payment due dates.

## KEEP IN MIND

Every country has different ways people access utilities. Remember, your role is to "teach to" not "do for." Learning how utility systems work and how to pay bills on time is an important part of the newcomer's independence and integration.

## REMEMBER TO

- Log your volunteer hours
- Log case notes if required of GNT