

City of Buckeye
Utility Billing Department
530 E. Monroe Avenue
Buckeye, Arizona 85326
Customer Service Line: 855-785-4021

Welcome to the City of Buckeye. If you live in the following subdivisions: Watson Estates, Miller Manor, Dove Cove, Dove Trail, Dove Run, Dove Mesa, Riata West, Rancho Vista, Crystal Vista, Encantada, Sunset Point, Sunset Vista, Blue Hills, Santara, West Park, Cholla Ranch, Sonoran Vista, Parkside, Northwood Park, Miller Park, Buena Vista or Buckeye Park, this notice will provide you with important information regarding your account.

NEW ACCOUNT FEES

Expect to see the following charges on your first billing statement:

- Account Processing Fee (all accounts): \$35.00

TURNING ON SERVICE

In order to activate service at your residence, the premises must be ready for service. The City of Buckeye assumes no liability for property damage which may occur as a result of uncontrolled water flow beyond the meter due to open valves, plumbing leaks, fixtures or appliances.

ACCOUNT SECURITY

The City of Buckeye takes identity theft seriously and follows all federal rules and guidelines to protect the identity and sensitive information of our customers.

Account information is only provided to the account holder after identity has been verified. If you wish to provide access to account information, other than the account holder, you may do so by adding a password to the account.

METHODS OF PAYMENT AND PAYMENT OPTIONS

If you live in the above subdivisions there are several ways you can pay your City of Buckeye Utility Bill.

- On line 24 hours per day/ 7 days a week at <http://buckeye.gwfathom.com>
In addition to making a one-time payment, you can also sign up for auto pay when you establish your account.
- By mail- Payments can be mailed to P.O. Box 52747 Phoenix, Arizona 85027
- At City Hall- Utility Billing office located on the first floor.
- Phone payments 8:00 a.m. to 5:00 p.m. Call 1-855-785-4021

Cash, checks, credit and debit cards are accepted. Canadian checks and starter checks are not accepted.

Cards accepted: MasterCard, Visa, American Express and Discover

DEPOSITS AND DEPOSIT RETURNS

You will be required to place a deposit on your account when the account is established.

The deposit will remain on your account for at least 12 months. You do not earn interest on your deposit. Customers with 12 consecutive months of on time payments may request, in writing, the deposit be credited to their account.

If you turn off services before your deposit is applied, the deposit will be applied to your final bill. If applying the deposit results in a credit balance on your account, the balance will be refunded to you by a check sent to the mailing address you provide us when you terminate your account.

DELINQUENT ACCOUNTS

Regular monthly bills are due 15 days from the billing date. If we do not receive your payment by the close of business on the 15th day, your account becomes delinquent. A delinquent disconnect notice will be mailed to you if your account is over 30 days past due and a late fee will be added to your account.

Accounts that have service interrupted due to non-payment will be charged a \$35.00 reconnect fee. All amounts due must be paid at the time of reconnection.

Customers who are delinquent or have services interrupted must speak with a customer service representative at 855-785-4021 to make the required payment in order to avoid disconnection of services or have services restored.

To restore your service that has been disconnected for non-payment, all amounts due must be paid, plus a disconnect fee of \$35.00.

DISHONORED PAYMENTS

If a payment is returned or denied by your financial institution, we require immediate repayment with cash, money order or cashier’s check. A fee of \$30.00 plus applicable taxes will be charged.

If your account has two or more returned payment items in 6 months, the account will be designated as cash-only, and your payments will need to be made with cash, cashier’s check, or money order until your account no longer has a cash-only status.

We will disconnect your services without further notice if your payment item is returned under one or more of the following circumstances:

- You received a pending disconnection for non-payment.
- You paid us with the payment item to restore your services we disconnected for non-payment.
- You paid the required deposit to turn on service with the dishonored payment item.

GARBAGE AND RECYCLING

Your trash and recycling services are handled by the City of Buckeye Public Works Department. You will be required to establish separate services for your trash and recycling. If you do not have containers for trash and recycling at your residence please call our customer service line at 623-349-6100 to schedule a delivery.

Trash and recycling containers must be placed curbside the night prior to your service date.

Call customer service if your bin is missed on the regularly scheduled service day, is damaged or is missing.

CURRENT CHARGES:

The following service charges and fees are in effect as of July 15, 2015, and are subject to sales tax.

Late fee	1.5% of the delinquent amount
Account processing fee	\$35.00
Delinquent collection fee	\$35.00
Delinquent-same day connection fee (after 2 p.m.)	\$15.00
Meter Test Fee- if correct	\$30.00
Meter Re-Read Fee- if correct	\$30.00
Returned payment	\$30.00

For a complete listing of fees, deposits and information regarding water and sewage accounts visit <https://buckeye.gwfathom.com>. For a listing of fees and rates for your recycling and trash visit www.buckeyeaz.gov