

City of Buckeye - Utility Billing Department
530 E. Monroe Avenue Buckeye, Arizona 85326
Customer Service Line: 623-349-6100
Monday - Thursday 7:00 a.m. – 5:00 p.m.

Welcome to the City of Buckeye. This notice will provide you with important information regarding your trash and recycling account.

YOUR TRASH PICK UP DAY IS _____ YOUR RECYCLING PICK UP DAY IS _____

- If you do not have containers for trash and recycling at your residence please call our customer service line 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.

NEW ACCOUNT FEES

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

Account Processing Fee (all accounts): \$60.00

Advance solid waste/recycling charge:

Sun City Festival- \$30.89 All other trash/recycling customers \$19.38

ACCOUNT RESPONSIBILITY

Per Chapter 9-5-1 Payment of Fees Mandatory- *No person within the city shall be permitted to avoid or refuse to accept solid waste collection or recycling service, and the failure of any person to accept such service shall not exempt him from the payment of the charges for such service. The owner of the property is the party responsible for payment of services, notwithstanding any agreement to the contrary, between the occupant/tenant and the owner of the property.*

Tenants who sign up as the customer of record for trash/recycling services through the city, grant permission to the city to release account information to the owner of the property.

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 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 or PIN number to the account.

METHODS OF PAYMENT AND PAYMENT OPTIONS :

There are several ways you can pay your City of Buckeye Utility Bill.

- On line 24 hours per day/ 7 days a week at - www.xpressbillpay.com
- In addition to making a one-time payment, you can also sign up for auto pay.
- By mail or in person at City Hall
- Phone payments 24 hours per day/7 days a week. Call 1-888-694-2671
- Pay at one of the designated kiosks.

There is a \$2.00 convenience fee when paying by electronic check using the phone payment option or using a kiosk not located at City Hall.

Cash, checks, credit and debit cards are accepted. Canadian checks, Canadian money orders and starter checks are not accepted. Cards accepted: MasterCard, Visa and Discover
Payments made through the automated phone system, on-line or at the kiosk do not post to your account for 24- to 48-hours.

DEPOSITS AND DEPOSIT RETURNS

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 disconnect 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 21 days from the billing date. If we do not receive your payment by the close of business on the 21st day, your account becomes delinquent. A delinquent notice will be mailed to you if your account is past due and a late fee and collection fee of \$15.00 will be added to the account.

Customers who are delinquent must speak with a customer service representative at 623-349-6100 to make the required payment in order to avoid collection or enforcement action.

Customers with more than three late notices due to non-payment may be required to place an additional deposit on the account.

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 \$35.00 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 begin collection and enforcement action without further notice if your payment item is returned under one or more of the following circumstances:

- You received a late notice for non-payment.
- You paid us with the payment item to restore your account for non-payment.
- You paid the required deposit to turn on service with the dishonored payment item.

CURRENT CHARGES: The following service charges and fees are in effect as of September 16, 2011,

Late fee	1.5% of the delinquent amount
Account processing fee	\$60.00
Delinquent disconnect notice	\$15.00
Delinquent collection fee	\$60.00
Returned payment	\$35.00

For a complete listing of fees, deposits and information regarding, trash and recycling accounts visit the Public Works Department at www.buckeyeaz.gov