



CITY OF BUCKEYE
WATER RESOURCES
DEPARTMENT

January 13, 2015

Dear Resident:

The City of Buckeye would like to welcome you as a customer. Effective January 8, 2015 your water service is provided by the City.

As your water provider the City would like to assure you that we are committed to maintaining your water service at the rate you are currently being charged, until January 2020. Your water bill will be sent via US mail on the fourth Wednesday of every month. You may pay by cash, check or credit card (Visa, MasterCard or Discover). Enclosed with your first bill will be more information regarding payment methods. In the meantime if you would like to know more please visit the City's Utility Billing webpage at www.buckeyeaz.gov. If you have questions about your bill that you would like to discuss prior to receiving further information by mail, our Customer Representatives are also available and can be reached by calling our Customer Service line at 623-349-6100, Monday – Thursday, 07:00a.m to 5:30p.m.

As the owner and operator of the Hopeville water system, staff from the City's Water Resources Department will be conducting regular maintenance inspections and repairs as needed in your neighborhood. If you have any questions or concerns about maintenance or the water system, they will be more than happy to assist you. Our staff can also be reached after-hours in the event of an emergency at 623-349-6400.

Please take a moment to complete the attached form to ensure that we have current contact information for you. This is the information that we will use to contact you in the event of a service issue or to confirm your account if you call a Customer Service Representative to discuss your bill. **Please return this form in the enclosed envelope by January 27th to avoid any disruption in your service.**

Thank you and we look forward to serving you.

Dave Nigh
Director
Water Resources Department