

CITY HALL
530 E MONROE
AVE BUCKEYE
AZ 85326

SUNDANCE
21749 W YUMA RD
BUCKEYE AZ 85326



MONDAY – THURSDAY

7:00 AM – 6:00 PM

UTILITYBILLING@BUCKEYEAZ.GOV

623-349-6100

Welcome to the City of Buckeye

Important information regarding Utility Account

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

- If trash and recycling containers are not present at the property, please call our customer service line to schedule a delivery.
- Trash and recycling containers must be placed curbside prior to 5:00AM on designated pick up date.
- Missed pickup on the regularly scheduled service day or damage containers, call customer service line.

NEW ACCOUNT FEES

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

Account Processing Fee (all accounts): **\$60.00 + tax**

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.

PAYMENT OPTIONS

- Online payments are available at WWW.BUCKEYEAZ.GOV
 - One Time Payment and Auto-Pay is available
 - No convenience fee
- *Phone payments 24 hours per day 7 days a week
 - 623-349-6100 Option 1
- Outside Drop Box
 - At City Hall Location
- *Kiosk locations are available at City Hall and Sundance locations
- Mail

*Convenience fees may apply

Cash, Checks, Credit/Debit cards are accepted. Cards accepted: MasterCard, Visa and Discover.

Canadian checks, Canadian money orders and starter checks are not accepted.

Payments made through the automated phone system or at a kiosk do not post to accounts immediately.



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. Customers, who authorize other than the account holder may do so by adding a password or PIN number to the account.

DEPOSIT

Deposits will remain on accounts for a minimum of 12 months with no interest. Customers with a deposit on their utility account and have twelve months of consecutive on-time payments will have their deposit automatically credited to their account. When terminating an account, with an existing deposit, the deposit will be applied to the final bill. If there is a remaining credit, the balance will be refunded in a check form. It will be sent to the mailing address provided when termination was submitted.

DELINQUENT ACCOUNTS

Regular monthly bills are due 21 days from the billing date. Payments not received by the close of business on the 21st day, the account becomes delinquent. A delinquent notice will be mailed and collection fee will apply.

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 Delinquent Disconnect Notices due to non-payment may be required to place an additional deposit on the account.

RETURNED PAYMENTS

Returned payments require immediate replacement funds with cash or credit/debit card. A returned payment fee will be applied to the account.

Customer accounts with two returned payments within six months will be designated to accepting only cash or credit/debit card payments.

Services will be disconnected without further notice if a payment was made and the item is returned under one or more of the following circumstances:

- Avoid delinquent disconnection.
- To restore services for a delinquent account.
- Required deposit to turn on service

FEES

Please visit our website, WWW.BUCKEYEAZ.GOV, for a complete listing of rates, fees, deposits, and additional services.

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

**Taxes apply