



City Hall: 530 E. Monroe Ave. Buckeye, AZ 85326
The Landing: 945 N. 215th Ave. Suite 137, Buckeye, AZ 85326
Monday – Friday | 8 a.m. – 5 p.m.

Opting Out of Paperless Billing

To receive paper billing statements instead of electronic (paperless) bills, please follow the steps below:

1. Visit the Customer Portal at <https://www.municipalonlinepayments.com/cityofbuckeyeaz/utilities>
2. Log in to your account using your username and password.
3. Once logged in, navigate to the Contact Preferences section.
4. Update your delivery preferences to select Mail Paper Copy instead of Electronic Billing.

After completing these steps, you will be successfully opted out of paperless billing and will begin receiving printed bills by mail.

If you experience any issues or need assistance, please contact Customer Service at (623) 349-6100.

Trash and Recycling Services

- If trash and recycling containers are not present at your property, please contact Customer Service at (623) 349-6100 to schedule a delivery.
- Containers must be placed curbside the night before the designated collection day.
- To report damaged containers or missed collections, visit the City's website or contact Customer Service.
- If a property has multiple trash containers, it is the customer's responsibility to contact Customer Service to schedule removal of any extra containers to avoid additional charges.
- Additional information: <https://www.buckeyeaz.gov/residents/trash-and-recycling>

Account Responsibility

Per City Code Chapter 9-5-1, Payment of Fees Mandatory:

No person within the City shall refuse or avoid solid waste collection or recycling services. Failure to accept service does not exempt any individual or property from payment for such services. The property owner is the responsible party for utility charges, regardless of any private agreements between the owner and occupant or tenant.

New Account Fees

The following charges will appear on your first billing statement:

- Account Processing Fee: \$60.00 + applicable tax

Deposits

- A utility deposit will remain on the account for a minimum of 12 months, with no interest accrued.
- Customers who maintain 12 consecutive months of on-time payments will have their deposit automatically credited to their account.
- Upon termination of service, any remaining deposit will be applied to the final bill. If a credit balance remains, a refund check will be mailed to the forwarding address provided on the online Stop Service Form.
- Customers who are disconnected twice within a 12-month period may be required to pay an additional deposit.



Payment Options

- Online: <https://www.municipalonlinepayments.com/cityofbuckeyeaz/utilities>
 - Includes "Quick Pay" for easy access.
 - Automated Phone Payments: Available 24/7 with no processing fee. Call (833) 380-4524 or (623) 349-6100, Option 1.
 - Drop Boxes:
 - City Hall parking lot (enter from 7th Street, on the left).
 - Payment Kiosks: Available at City Hall and Sundance locations.
 - Mail Payments: City of Buckeye Utilities, P.O. Box 25008, Salt Lake City, UT 84125.
- Accepted Payment Methods: Cash, Checks, Credit/Debit Cards (Visa, MasterCard, Discover)
Not Accepted: Foreign currency (including Canadian funds) and starter checks.
Payments made through the automated phone system or kiosks will post the following business day.

Account Security

The City of Buckeye prioritizes the protection of customer information and complies with all federal identity theft prevention regulations.

Account information is released only to verified account holders. Customers may add a password or PIN to authorize limited access for non-account holders.

PIN holders may inquire about account details but cannot make changes or financial arrangements.

Delinquent Accounts

- Utility bills are due 21 days from the billing date.
- Accounts become delinquent if payment is not received by the close of business on the 21st day.
- A delinquent notice will be mailed, and a collection fee will apply.
- Customers with delinquent balances must contact Customer Service at (623) 349-6100 to make payment and avoid suspension of service.
- Customers receiving three or more Notices of Intent to Disconnect within a 12-month period may be required to pay an additional deposit.

Returned Payments

Returned payments must be immediately replaced with certified funds (cash, credit, or debit card). A returned payment fee will apply.

Accounts with two or more returned payments within six months will be restricted to guaranteed funds only for all future payments.

Services will be disconnected without further notice if a payment is returned under any of the following conditions:

- Payment was made to avoid disconnection for delinquency.
- Payment was made to restore service following disconnection.
- Payment was made to cover a required deposit to establish service.