



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

### **Request to Establish Utility Service**

All new utility service requests require up to three (3) business days (Monday through Friday) for processing.

To begin service, customers must submit a completed Utility Service Application Form.

Upon activation, the first bill will include a non-refundable new account processing fee of \$60.00 plus tax.

### **Utility Deposits**

A utility deposit must be paid within three (3) business days of account setup.

The deposit requirement may be waived if the customer provides a Letter of Credit from another utility provider within the same three-day period.

To qualify for a deposit waiver, the Letter of Credit must:

- Demonstrate a satisfactory payment history with no late payments
- Meet all requirements as outlined in the City's Letter of Credit Guidelines
- Confirm that the customer also maintains a good payment history with the City of Buckeye, if previously served

Upon account closure, any unused portion of the deposit will be applied to the final bill or refunded to the customer.

### **Special Notices**

#### **Renters:**

- A copy of the signed rental agreement may be required before service activation.
- A valid government-issued photo ID may also be required; if so, you will be notified.
- The rental agreement must include the name, address, and phone number of the property owner or property manager.

#### **Property Owners:**

- Provide the title company name and escrow number if your deed is recorded with the Maricopa County Assessor's Office.
- Follow the submission instructions listed on the application form.

#### **Property Management Entities (PMEs) / Realtors:**

- Submit a copy of your Property Management Agreement or Agent Authorization Agreement with your application.

### **Utility Bills**

Monthly utility bills include base fees and usage charges for water, sewer, and sanitation services.

A detailed breakdown of rates and fees is available under Service Rates on the City of Buckeye Utility Billing webpage.

### **Payment Methods**

Customers may pay their bills using the following options:

- Online: Payments can be made 24/7 through the Utility Billing Resident Access Portal using debit or credit cards at no additional cost.
- Phone: Payments can also be made anytime via the automated phone system.

- AutoPay Enrollment: New customers are encouraged to register for automatic payments after receiving their first bill.

For additional payment options and instructions, please visit:

<https://www.buckeyeaz.gov/home/showpublisheddocument/12437/638526733175870000>

#### **Delinquent Charges and Service Interruption**

- A 1.5% late penalty will be assessed on any outstanding balance not paid by the bill due date.
- Past-due balances are immediately payable and may result in service interruption or termination.
- A Notice of Disconnect Fee of \$16.39 will be applied when an account becomes delinquent.
- If payment is not received by the disconnection date or for the required amount, service will be disconnected.
- To restore service, the account balance must be paid in full, along with a \$65.58 administrative fee for next-business-day reconnection.
- Payments to restore service must be made with certified funds — cash, credit card, or debit card only. Check payments will not be accepted for reconnection.

#### **Water Service and Rates**

Residential water charges are based on tiered rate structures tied to consumption levels.

Detailed rate information is available on the City's Utility Billing webpage under Service Rates.

A sales tax of 9.30% is applied to all water charges.

For water conservation resources and tips, visit:

- City of Buckeye Water Resources – Conservation: <https://www.buckeyeaz.gov/departments/water-resources/water-conservation>
- Smart Home Water Guide: <http://www.smarthomewaterguide.org/>