



## Service Policy for Utility Customers

Revised August 1, 2011

Customer Service Call Center  
480-644-2221  
866-406-9659 Toll Free

Credit Services  
480-644-2221

Business Office Locations  
55 N. Center St.      6935 E. Decatur St.  
Mesa, AZ 85201      Mesa, AZ 85207

Monday –Thursday  
7:00AM-6:00PM

**CLOSED FRIDAYS**

[www.mesaaz.gov](http://www.mesaaz.gov)

### Payment Options:

**SurePay:** Enrolling in this program will authorize the City of Mesa to automatically withdraw funds from your bank account approximately 2 days before the due date.

**Internet-My Utility Account:** Pay with a credit card or check 24 hours a day. “My Utility Account” is a free service. Visit our website at [www.mesaaz.gov](http://www.mesaaz.gov)

**Mail:** Utility payments can be made using a personal check, cashier’s check or money order. Please use the return envelope included in your billing statement or mail to PO BOX 1878 Mesa AZ 85211

**Phone:** Payments can be made by check or credit card (Visa, MasterCard, American Express or Discover) using our unattended pay-by-phone feature virtually 24 hours a day, seven days a week. You can also access your account balance, due date and last payment information. Please have your 12 digit utility account number available. Call Center Representatives are available during normal business hours. There is no fee to use this service.

**Customer Service Offices:** You can pay in person at one of our two locations: 55 N Center St Mesa, AZ 85201 or in East Mesa at 6935 E Decatur St Mesa AZ 85207. We accept cash, check, money order or credit card with valid ID.

**Drop Box:** We have 3 drop box locations available for our customers’ convenience. There are 2 drop boxes located at 55 N Center, 1 drop box at 6935 E Decatur St and 1 drop box at 2425 S Dobson Rd.

**Please do not leave cash in the drop boxes.**

### Delinquency Process:

Your bill is delinquent after the due date. Your account will be assessed a late fee of 2% of the past due balance or \$5.00 whichever is greater, plus applicable tax.

**Payment Arrangements:** If your account becomes delinquent, you may contact our office for a possible payment arrangement or one of several local agencies who may be able to assist with paying the bill. Without acceptable arrangements or payment, your utility service is subject to disconnect until payment is received.

**Disconnect:** If it becomes necessary for the City of Mesa to discount utility service for nonpayment, disconnection fees will apply. To restore service disconnected for nonpayment, you will be required to pay the past due balance and any fees for reconnections, including a new or additional deposit that may be assessed. You may be required to be present for reconnection based on the utility services provided at the property.

### Returned Payments:

If a payment (check, credit card, or SurePay) is returned to the City of Mesa by a financial institution, we will require immediate repayment. The repayment must be made by cash, cashier’s check, or money order at a City of Mesa Business Office. If the original payment was not made via credit card, repayment may be made through the web, phone system or in person at one of the business offices. You will be charged a returned payment fee of \$25.00. Services may be disconnected immediately without further notice once the City is informed of a returned item from a financial institution. If this occurs, all past due charges, reconnect fees and all required deposits must be paid in full to have services reinstated.

**Cash Only:** If an account has two or more returned payments in a twelve month period, the account will be designated as “Cash only”. SurePay accounts with two or more returned payments in a twelve month period will result in termination from the program. Payments will then need to be made with cash, cashier’s check, or money order. “Cash Only” status may be reviewed, per customer request, after twelve months.

### Payment Terms:

Utility bills are rendered monthly and are due upon receipt. Accounts are considered past due if the payment is not received by the due date indicated on the bill. The City reserves the right to disconnect any or all customers’ services for non-payment of past due bills or for utility payments returned unpaid by a financial institution. An unpaid utility account balance may be transferred to another City of Mesa utility account with the same customer or someone who has resided at the service address during the time a past due balance occurred.

### Customer Verification:

For your protection, you will be required to verify personal information over the phone when you contact our office. Valid picture ID is required in the office. Any changes to a commercial or multi-unit account will be required in writing from the legal entity.

One of the following identification documents will be required for all utility transactions: Unexpired Drivers License with photograph; Unexpired Passport, Unexpired U.S. Military ID; Temporary Work Authorization ID; US Residency ID; Native American Tribal Document; Unexpired Mexican Voters Registration card; Social Security card. Transactions through our business offices require a valid picture ID.

Residential Deposits: Residential customers are required to place a deposit as security for payment of utility bills before services will be turned on. Deposits may be waived if the applicant has had comparable service with Mesa in the past 18 months, was not delinquent in payment more than twice during the past twelve consecutive months, and has not been disconnected for nonpayment. Residential customers may, upon request, have their deposit refunded after three years provided they have no more than two late payments and no disconnects for nonpayment during the past (12) months.

PROGRAMS:

Select due date: City of Mesa offers an option to let you select the date your bill is due. In order to qualify for this program, your account must have a zero balance. Your enrollment will be canceled if you miss a payment. Available dates vary by billing cycle. Please contact Customer Service for more information.

Budget Billing: You can manage your monthly utility bill amounts using the City of Mesa Budget Billing Payment Plan. The Budget payment plan will help balance seasonal highs and lows of your utility bill while your monthly payment stays the same. Customers with GAS service only may enroll in the program between June 1<sup>st</sup> and Aug 31<sup>st</sup>. Customers with a combination of utilities (Electric, Gas, Water, Sewer, Solid Waste, Irrigation) may enroll in the program between Nov 1<sup>st</sup> and Jan 31<sup>st</sup>.

Commercial Accounts:

Customers requesting commercial or multi-unit utility services will need to call or come into our business office at 55 N Center at least one business day in advance of the date service is needed. An authorized party will be required to provide information such as the name of the bill payer’s legal entity, a contact name and phone number, mailing address, service address, federal tax ID number and letter of authority (if applicable).

Deposit:

Electric.....	\$265.00
Gas.....	\$125.00
Water.....	\$100.00
Wastewater.....	\$ 50.00
Solid Waste.....	\$ 60.00

Service Connection Charges (Turn On)

(New customers or existing customers with inactive services for more than 30 days.) All new service requests must be made at least one business day in advance.

Electric.....	\$29.45
Water.....	\$29.45
Gas.....	\$46.90
Water and Electric.....	\$46.90
Water and Gas.....	\$64.35
Electric and Gas.....	\$64.35
Water, Electric and Gas.....	\$81.80

Service Connection Charges

(Reconnect Next day)  
(Existing customers who were disconnected for non-payment less than 30 days ago.)

Electric.....	\$20.72
Water.....	\$20.72
Gas.....	\$38.17
Water and Electric.....	\$29.44
Water and Gas.....	\$46.89
Electric and Gas.....	\$46.89
Water, Electric and Gas.....	\$55.61

Service Connection Charges

(Reconnect Same Day)  
(Existing customers who were disconnected for non-payment less than 30 days ago....when available.)

Electric.....	\$ 69.79
Water.....	\$ 69.79
Gas.....	\$ 87.24
Water and Electric.....	\$ 78.51
Water and Gas.....	\$ 95.96
Electric and Gas.....	\$ 95.96
Water, Electric and Gas.....	\$104.68

Misc. Charges:

- Trip Charge ( Each Trip)
  - \$17.00
- Disconnect Charge
  - \$17.00
- Additional Deposits
  - May be required for accounts with a history of delinquency.
  - Can be increased to 2.5 times the highest bill in the last 12 months.
- Non-Payment, Disconnection Notice
  - \$ 3.00
- Returned Payment Fee:
  - \$25.00
- Customer Broken/Damaged Items:
  - Lock/padlock....\$36.00
  - Water Reseter (riser) \$84.00
  - Water Locking Device \$32.00
  - Gas Locking Device \$30.00
  - Electric Lock Ring \$ 36.00
  - Water Angle Valve \$ 300.00
  - Gas Valve \$ 170.00
- Unauthorized Use
  - Single Family residential (per occurrence) \$ 100.00
  - Commercial, Multi-Family and Construction (per occurrence) \$ 1,000

\*All fees/charges are subject to change and applicable tax\*