



mesa·az

## Service Policy for Utility Customers

Revised November 29, 2017

Customer /Credit Services  
480-644-2221  
866-406-9659 Toll Free

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)

### Residential Accounts:

Customers requesting residential services are asked to call or come into one of our business office locations at least one business day in advance of the date service is needed. Where service is available, residential solid waste and waste water service charges will be assessed when the domestic water meter at the property is active.

### Commercial Accounts:

Customers requesting commercial or multi-unit utility services are asked to call or come into our business office at 55 N Center at least one business day prior to the date service is needed. A commercial utility agreement and 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).

### Payment Options:

**SurePay:** Enrolling in this no cost program will authorize the City of Mesa to automatically withdraw funds from your bank account approximately 2 days before the due date. [www.mesaaz.gov/surepay](http://www.mesaaz.gov/surepay)

**Internet-My Utility Account:** Pay with a check or credit card 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 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 disconnect 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 any type of payment is returned to the City of Mesa by a financial institution, we will require immediate repayment. The repayment must be made by guaranteed funds. 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. 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 utility 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 a related residential or commercial utility account.

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, on company letterhead. One of the following identification documents will be required for all utility transactions: Unexpired Driver’s License with photograph; Unexpired Passport, Unexpired U.S. Military ID; Temporary Work Authorization ID; US Residency ID; Native American Tribal Document; Mexican Voters Registration card with a valid expiration date; 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, and was not delinquent in payment more than twice during the past twelve consecutive months, and has not been disconnected for nonpayment. Residential deposits will automatically apply to the customers account after 24 months of service provided they have no more than two late payments and no disconnects for nonpayment during the last (12) consecutive 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 City of Mesa Budget Billing Payment Plan after 12 months of service has been established. 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>.

**E-bill:** Sign up for paperless billing - **Go Green!** When you sign up for email or text notification, you will automatically receive an e-mail or text each month with utility bill information such as amount due, due date, and a link for paying online:

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

Deposits & Service Charges\*:

Deposit:

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

**Service Connection Charges (Turn On)**

All new service requests must be made at least one business day in advance.

Electric.....	\$27.00
Water.....	\$27.00
Gas.....	\$43.00
Water and Electric.....	\$43.00
Water and Gas.....	\$59.00
Electric and Gas.....	\$59.00
Water, Electric and Gas.....	\$75.00

**Service Connection Charges**

(Reconnect Next day)

Electric.....	\$19.00
Water.....	\$19.00
Gas.....	\$35.00
Water and Electric.....	\$27.00
Water and Gas.....	\$43.00
Electric and Gas.....	\$43.00
Water, Electric and Gas.....	\$51.00

**Service Connection Charges**

(Reconnect Same Day)

Electric.....	\$64.00
Water.....	\$64.00
Gas.....	\$80.00
Water and Electric.....	\$72.00
Water and Gas.....	\$88.00
Electric and Gas.....	\$88.00
Water, Electric and Gas.....	\$96.00

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 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
  - Meter Removal .....\$50.00
  - Meter Reset .....\$50.00

*\*All fees/charges are subject to change and/or applicable tax. For a complete listing of all charges please refer to City of Mesa Utility rate book*