

City Hall Office

530 E. Monroe Ave.  
Buckeye, AZ 85326  
Monday - Friday  
8:00 AM – 5:00 PM



Sundance Office

21749 W. Yuma Rd. Suite 107  
Buckeye, AZ 85326  
Monday – Thursday  
8:00 AM – 5:00 PM

**Welcome to the City of Buckeye**

Important information regarding your utility account is below:

**TO OPT OUT OF PAPERLESS BILLING**

1. Go to our 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 opt out of paperless billing, and you should start receiving paper bills instead. If you encounter any issues or need further assistance, please contact our Customer Service at 623-349-6100.

**TRASH SERVICES**

- If trash and recycling containers are not present at the property, please call our customer service line at (623-349-6100) to schedule a delivery.
- Trash and recycling containers must be placed curbside the night before the designated pick-up date.
- To report damaged containers or missed pickups visit our website at the link below or contact customer service at (623) 349-6100.
- If a property has multiple trash containers, the customer is responsible for calling customer service at (623) 349-6100 to schedule the removal of the extra bin(s) to avoid additional charges.
- <https://www.buckeyeaz.gov/residents/trash-and-recycling>

**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.*

**NEW ACCOUNT FEES**

The following charges will be on the first billing statement:

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

**DEPOSIT**

Deposits will remain on accounts for a minimum of 12 months with no interest. Customers with a deposit on their utility account and 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. Refund checks will be sent to the forwarding address provided on the online stop service form.

## **PAYMENT OPTIONS**

- Online payments are available at <https://www.municipalonlinepayments.com/cityofbuckeyeaz/utilities>
  - Utility Billing Resident Access Portal
  - Quick Pay- Utility Account
- Automated phone payments are available 24/7 – no processing fee
  - Toll-free 833-380-4524 or 623-349-6100, Option 1
- Outside Drop Box
  - Located in the front parking lot of City Hall- enter the parking lot from 7<sup>th</sup> Street on the left
  - Located in the front parking lot of the Coyote Branch Library next to the library return book-drop
- Payment Kiosks are available at City Hall and Sundance locations
- Standard Mail- P.O. Box 25008 Salt Lake City, UT 84125

Payment Methods Accepted: Cash, Checks, Credit/Debit cards, MasterCard, Visa, and Discover

Payments not supported: Foreign currency (including Canadian funds) and starter checks

Payments made through the automated phone system or at a kiosk post the following business day

## **ACCOUNT SECURITY**

The City of Buckeye takes identity theft seriously and follows all federal rules and guidelines to protect our customers' identities and sensitive information. Account information is provided to the account holder after identity has been verified. A password/pin number may be placed on the account for a non-account holder to inquire on the account. Password/pin holders cannot make changes or financial arrangements on the account.

## **DELINQUENT ACCOUNTS**

Regular monthly bills are due 21 days from the billing date. If payment is not received by the close of business on the 21<sup>st</sup> day, the account becomes delinquent. A delinquent notice will be mailed, and a collection fee will apply.

Customers with delinquent account balances must speak with a customer service representative at 623-349-6100 to make the required payment to avoid collection or suspension of services. Customers with more than three Notices of intent to Disconnect due to non-payment, may be required to place an additional deposit on the account.

## **RETURNED PAYMENTS**

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

Customer accounts with two returned payments within a six month period will be designated to make payment via guaranteed funds.

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 establish service