



mesa·az

Service Policy for Utility Customers

Revised March 2024

Customer /Credit Services
480-644-2221

Business Office Location
55 N. Center St. Mesa, AZ 85201

Monday –Thursday
7:00AM-6:00PM

CLOSED FRIDAYS

www.mesaaz.gov

Residential Accounts: Customers requesting residential services are asked to call or come into our business office location at least one business day in advance of the date service is needed. Where service is available, residential solid waste and wastewater 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 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:

Note: When paying by debit/credit card, there is a 2.37% service fee, except when using the self-service kiosk. Separate kiosk fees apply.

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

My Utility Account / MesaNow app: Pay online with a check or credit card 24 hours a day using "My Utility Account" web portal or MesaNow mobile app. Visit our website at www.mesaaz.gov/residents/my-utility-account

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 debit/credit card (Visa, MasterCard 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. There is a 2.37% service fee to pay by debit/credit card.

In person - Customer Service Offices: You can pay in person at 55 N Center St Mesa, AZ 85201. 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. Drop boxes are located at 55 N Center, 6935 E Decatur St and at 2425 S Dobson Rd. Please do not leave cash in the drop boxes.

Kiosk: We have 4 self-service payment kiosks available for 24x7 convenience. There are 3 kiosks located at the front entrance at 55 N. Center; 2 outside the East side doors near the parking lot, 1 outside the West side entrance, and one kiosk at 6935 E. Decatur St. Payments can be made by cash or debit/credit card. There is a small fee for using the kiosk. Card payments made at the kiosk will be charged the posted transaction fees.

Delinquency Process: Bills are due upon receipt. 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 and you may also contact other 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, by guaranteed funds, 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. Returned check or ACH payments will require repayment by cash, money order or credit card. Returned credit/debit card transactions will require repayment by cash or money order. 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". See Returned Payment section above. "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. To apply for new service, over the phone, you will be required provide your Social Security number and other information for a PositiveID verification to be ran through a credit reporting agency. Valid picture ID is required in the office. One of the following unexpired identification documents will be required for all utility transactions: Driver License with photograph or AZ Mobile-ID; Passport, U.S. Military ID; Mexican Consular Card; Temporary Work Authorization ID; US Residency ID; Native American Tribal Document; Mexican Voters Registration card with a valid expiration date accompanied by 2 pictures; Social Security card Transactions through our business offices require a valid picture ID. Any changes to a commercial or multi-unit account will be required in writing from the legal entity, on company letterhead.

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 24 months and was not delinquent in payment more than twice during the last 12 consecutive months and has not been disconnected for nonpayment. Residential deposits will automatically apply to the customer's 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 payment in full is not received by the due date. 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 1st and Aug 31st. Customers with a combination of utilities (Electric, Gas, Water, Sewer, Solid Waste, Irrigation) may enroll in the program between Nov 1st and Jan 31st.

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. You will also receive payment receipts electronically. 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.....	\$31.00
Water.....	\$31.00
Gas.....	\$51.00
Water and Electric.....	\$51.00
Water and Gas.....	\$71.00
Electric and Gas.....	\$71.00
Water, Electric and Gas.....	\$91.00

Service Connection Charges (Reconnect Next day)

Electric.....	\$31.00
Water.....	\$31.00
Gas.....	\$51.00
Water and Electric.....	\$51.00
Water and Gas.....	\$71.00
Electric and Gas.....	\$71.00
Water, Electric and Gas.....	\$91.00

Service Connection Charges

(Reconnect Same Day)

Electric.....	\$86.00
Water.....	\$86.00
Gas.....	\$106.00
Water and Electric.....	\$106.00
Water and Gas.....	\$126.00
Electric and Gas.....	\$126.00
Water, Electric and Gas.....	\$146.00

Misc. Charges*:

- **Trip Charge (Each Trip)**
 - \$21.00
- **Same Day or After-Hours Surcharge:**
 - \$55.00
- **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.....\$45.00
 - Water Riser.....\$105.00
 - Water Locking Device.....\$40.00
 - Gas Locking Device.....\$35.00
 - Electric Lock Ring.....\$45.00
 - Water Angle Valve.....\$375.00
 - Gas Valve.....\$210.00
- **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**