



CITY OF TOLLESON
 9555 WEST VAN BUREN
 TOLLESON, ARIZONA
 85353 PHONE (623) 936-7111

UTILITY SERVICES INFORMATION

To inquire about new services, disconnect services, report a change in the billing address, or obtain other information regarding your bill, please call City Hall at (623) 936-7111 during normal business hours.

To report an emergency concerning utility services, call (623) 936-7111.

TO PAY BY MAIL:

Please make check or money orders payable to "City of Tolleson". Enclose the bottom portion of the bill to ensure proper credit to your account. Please do not send cash. MAIL TO: City of Tolleson, 9555 W. Van Buren St., Tolleson, AZ 85353

TO PAY IN PERSON:

Bring bottom portion of bill and payment to City Hall located at 9555 W. Van Buren Street. The City accepts payments by cash, check, or money order. Debit and credit card payments (Visa, Mastercard, and Discover only) are accepted when the card is presented in person at City Hall. In addition, for your convenience, a locked drop box is located in the Police Department reception area located on the east side of the City Hall building.

TERMS OF PAYMENT:

All charges are due and payable upon receipt of this statement and become delinquent the day after the DUE BY date on the utility bill. All accounts with delinquent balances are subject to shutoff until the delinquent balance is paid.

CALCULATION OF WATER CHARGES:

All utility account customers are charged a flat base fee of \$14 per account. Residential water usage charges are then calculated on a graduated scale: 0 - 3,000 gallons usage is \$12.85; 3,001 - 10,000 gallons \$3.72 per 1,000 gallons; 10,001 to 30,000 is \$3.93 per 1,000 gallons, and over 30,000 is \$4.70 per 1,000 gallons. For more details concerning sanitation, sewer rates, and water rates for commercial, industrial, construction, or multi-family unit services, please call the Finance department at City Hall or visit the City's website at www.tollesonaz.org.

For utility account billing questions, please call City Hall at (623) 936-7111. For further information regarding garbage, large trash items, or other issues directly related to service times or service quality issues, please call the Public Works/Water Department at (623) 936-7141.

SURE PAY AUTHORIZATION

NAME (please print)				TELEPHONE		CITY OF TOLLESON UTILITY ACCOUNT NUMBER		
MAILING ADDRESS				CITY		STATE		ZIP CODE
BANK NAME				BRANCH LOCATION		ACCOUNT NUMBER		BANK ROUTING NUMBER
<p>I authorize the City of Tolleson to automatically draft the financial institution named above for the monthly payment of my utility bill. I authorize the financial institution named above to pay each amount from my checking/savings (select one) every month. Payment will be made on the DUE BY date shown on my utility bill. I understand that I must contact the City of Tolleson concerning bill discrepancies prior to the scheduled draft date. I may cancel this authorization by notifying the City of Tolleson in writing at least 30 days prior to the next scheduled draft date. The City of Tolleson will have 30 days to change my billing. I understand the City of Tolleson may impose a nominal processing fee if a bill is not paid by my financial institution.</p>								
SIGNATURE						DATE		

SURE PAY TERMS AND CONDITIONS: Please attach a VOIDED check to the Sure Pay Authorization form above and return it to City Hall along with your current month's payment. Please allow up to 60 days for Sure Pay to be set up for your account. Each month you will receive a utility bill indicating the dollar amount and date that your account will be drafted. Sure Pay payments are deducted from your bank account on the statement DUE BY date each month.

You have up to 10 working days to contact the City of Tolleson regarding bill discrepancies. Sure Pay payments returned for insufficient funds are subject to charges similar to those for a returned check. If you wish to cancel your Sure Pay agreement with the City, you must do so 30 days before the desired stop date. The City reserves the right to terminate participation in Sure Pay without prior notice to the customer.