Establishing Utility Services

Contact Customer Service

Process

Establishing utility services can be requested by the property owner, tenant, listing real estate agent or property management Company. Requirements for establishing utility services can be found in this administrative procedure.

To ensure all required information and documents are presented in order to open utility services for each property type and account holder please read the following procedure.

Procedure:

Residential and Commercial Accounts/Owners- Requirements

1. Homeowners may be required to pay a deposit in an amount established by resolution before services will be started. See document titled Utility Deposits.

2. Home owners will need to present:

   - Escrow/Title company information/Date of closing (i.e. Escrow #, Company name and phone number, etc.)

   - Homeowner name/Address/Home phone number.

   - Tax Payer Identification Number

   - Valid driver's license number

3. If the property owner wishes to grant access to another party not on the deed of trust, a completed and signed Authorization Form must be submitted for said property.

4. If a property owner cannot establish proof of ownership due to a recent property purchase, a notarized Purchase of Affidavit Form will be required along with any other purchase documents.

Residential and Commercial Accounts/ Tenant- Requirements

1. Tenants are required to pay a deposit in an amount established by resolution before services will be started. Refer to administrative procedure 501.

2. A valid lease agreement for said property that contains the following:

   - Landlord's name and contact information

   - Names of all tenants that will financially responsible for the utility account

   - The term of the lease

   - Property address

   - Signature of both the tenant(s) and the landlord

3. Valid driver's license numbers or government issued identification for each tenant listed on the lease agreement

4. Social Security numbers for each tenant listed on the lease agreement

Realtors and Property Management Accounts

1. Realtors and property management companies are required to pay a deposit in an amount established by City Council before services will be started. Refer to administrative procedure 501.

2. To establish utility services, realtors and property management companies must present a valid listing or management agreement for each property. The requirements of the listing or management agreement will be consistent with the guidelines set in the "section of "residential and commercial accounts/ tenant-requirements" of this administrative procedure.

3. The party responsible for establishing the account (and therefore being deemed the "account holder") is dependent on the agreement made between the property owner and property manager.

<u>Waiver by Finance Department Director</u>

The Finance Director may modify any requirements in this policy for an accountholder if the modification is not inconsistent with the Glendale City Code and the strict application of a requirement will:

> (1) impose substantial and undue hardship to an accountholder; or
> (2) not be in the best interest of the City.

Note: In an event an account holder cannot or refuses to provide a valid TIN (taxpayer identification number) when establishing a new utility account, a charge of two (2) times the applicable deposit will be required. Valid TIN's accepted are:

SSA – Social Security Number

EIN – Employer Identification Number

ITIN – Individual Tax Payer Identification Number

Contact:

Please contact:

City of Glendale, AZ

Customer Service

Phone: 623-930-3190
Fax: 623-930-2186
Address: 5850 West Glendale Avenue, Suite 104, Glendale, Arizona 85301
Call Center Hours: 7:00 a.m. to 5:30 p.m.
In-Person/Lobby Hours: 7:30 a.m. to 5:00 p.m.
Monday through Friday (excluding City observed holidays)

Customer Service E-mail: Custrel@glendaleaz.com

Reference: Administrative Procedure 500