



Utility Deposit

Please Contact Customer Service

Process

The Budget and Finance Department may require a prepaid deposit on new or delinquent utility accounts before utility services will be supplied to the property. Glendale City Code Sec. 33-40 authorizes the Finance Director to adopt administrative procedures setting forth the utility deposit collection, waiver, and refund process and criteria.

The general deposit amount is established by a resolution of the City Council however the Finance Director has the discretion to administer the deposit requirements. This administrative procedure establishes the process the Budget and Finance Department uses to collect, waive, defer and refund utility deposits.

Definitions:

“Finance Director” shall mean the director of the Budget and Finance Department or any successor city department with responsibility for Finance, or his/her authorized designee.

“Residential Owner” shall mean a residential accountholder who owns the property at the service address of record.

Procedure:

Residential Owner

1. A deposit is required for all residential owner utility accounts. The deposit is to be paid in full before the services will be connected.
2. The Finance Director may, at their discretion, allow a residential owner to pay the deposit in installments.
3. A residential owner may request in writing a refund of their deposit 7 months after the deposit was paid, provided the accountholder has no delinquencies for the preceding 6 months. The deposit amount will be applied to any outstanding balance on the account. If the net amount results in a credit at the time the refund is generated, the account holder has the option to receive a check in the amount of the credit or leave the credit on the account to absorb future charges.
4. If a request for refund has not been made in writing, the deposited amount will remain on the account until the account is voluntarily or involuntarily closed, at which time the deposit will be applied to any balance on the account. Any remaining funds will be mailed to the account holder at the mailing address on record.

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5. In the event utility services have been disconnected for non-payment, or where the customer has a history of delinquent payments on any current or prior city account, the Finance Director may, at their discretion, require a deposit of up to five (5) times the general deposit before utility services will be connected or restored.
6. A residential owner who voluntarily closes their account and then wishes to restart service may qualify for a deposit waiver if there were no delinquencies on their prior account in the last 12 months and if no more than 6 months has passed since their last month of service. These requests will be handled on a case-by-case basis by the management authority.

Residential Tenants

1. A deposit is required for all new residential tenant utility accounts. The deposit is to be paid in full before the account will be opened.
2. The Finance Director, at their discretion, may allow a residential tenant to pay the deposit in installments.
3. Pursuant to Budget and Finance Department administrative procedure number 500, a valid lease agreement between the property owner and the tenant must be presented before the services will be connected.
4. The deposited amount will remain on the account until the account is voluntarily or involuntarily closed, at which time the deposit will be applied to any outstanding balance on the account. Any remaining funds will be mailed to the account holder at the mailing address on record.
5. In the event services have been disconnected for non-payment, or where the customer has a history of delinquent payments on any current or prior city account, the Finance Director may, at their discretion, require a deposit of up to five (5) times the general deposit amount for water before utility services will be connected or restored.

Commercial Accounts

1. A deposit may be required for all new commercial utility accounts. The deposit is to be paid in full before the account will be opened.
2. The Finance Director, at their discretion, may allow a commercial account holder to pay the deposit in installments.
3. The deposited amount will remain on the account until it is voluntarily or involuntarily closed at which time the deposit will be applied to any outstanding balance on the account. Any remaining funds will be mailed to the account holder.
4. In the event water service has been disconnected for non-payment or where the customer has a history of delinquent payments on any current or prior city account, the Finance Director may, at their discretion, require a deposit of up to five (5) times the general deposit for water before utility services will be restored.

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Realtors and Property Management Accounts

1. Realtors and property management companies are required to pay a deposit in order to establish utility services at a property. The requirements of the deposit will be consistent with the guidelines set in the “residential accounts” or “commercial accounts” sections of this administrative procedure.
2. A separate deposit will be required for each property requiring utility services unless the realtor or property management company requests the option of placing a lump sum deposit on file for all properties, pursuant to Budget and Finance administrative procedure number 502.
3. In order to establish utility services, realtors and property management companies must present a valid listing or management agreement for each property. The requirements of the deposit will be consistent with the guidelines set in the “residential accounts” or “commercial accounts” sections of administrative procedure.
4. 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.

Bankruptcy

1. The deposit collected prior to the bankruptcy petition filing date will be applied to accountholder’s outstanding balance as of the filing date.
2. The utility account may be closed if the accountholder or trustee failed to furnish adequate assurance of payment within 30 days after the filing of a bankruptcy petition. The amount of adequate assurance of payment will be five (5) times the deposit amount adopted by the City Council, unless the amount is modified by a court order.

Waiver by Finance Department Director

The Finance Director may modify any requirements in this administrative procedure for an accountholder if the modification is consistent with the Glendale City Code and the strict application of a requirement:

- (1) imposes substantial and undue hardship to an accountholder; or
- (2) is deemed to be not in the best interest of the City.

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TIN Requirement

In the event an accountholder cannot provide 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. A residential owner who has paid this increased deposit amount may request in writing a refund of 50% of their deposit 7 months after the deposit was paid, provided the accountholder has no delinquencies for the preceding 6 months. The remaining 50% of the deposit will remain on the account until the account is voluntarily or involuntarily closed. Valid TIN's accepted are:

SSA – Social Security Number

EIN – Employer Identification Number

ITIN – Individual Tax Payer Identification Number

Please contact:

City of Glendale, AZ

Customer Service

Phone: [623-930-3190](tel: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 501