

# BUDGET & FINANCE DEPARTMENT ADMINISTRATIVE PROCEDURE

## PROCEDURE NO. 504

### Resumption of City Water and Sewer Service

Effective: March 24, 2021

Revised: March 24, 2021

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#### **City Code Reference:**

Once any delinquent water and sewer charges and fees have been paid in full or the City has agreed to an alternative payment arrangement in accordance with Chapter 33, Article II, Division 1, Section 33-11 of the City Code, the City shall turn the water and/or sewer service back on, unless good cause ( e.g. broken or leaking pipes) exists to refuse to resume the service. It is unlawful for any unauthorized person to use, construct, or, dispose of any key or other valve opening device on the City water supply system without the permission of the City. Violators shall be liable for all costs of repairs necessitated by their actions and may subject the person to other civil penalties consistent with section 33-31.

#### **Purpose:**

This administrative procedure establishes the process the Budget and Finance Department uses for the resumption of water or sewer service.

Exceptions to this policy may be allowed if they are approved in writing by the Finance Director or designee.

#### **Definitions:**

"City" shall mean the City of Glendale, its employees or other authorized representatives performing certain governmental functions and duties.

"Customer" shall mean the person who has requested and has been granted water and/or sewer service by the City. A customer may be the owner, operator, tenant, trustee, receiver, manager or occupant of the property connected to the City's water and/or sewer system.

#### **Procedure:**

##### Payment Arrangements

1. If an account becomes delinquent, customers must contact Customer Service at 623-930-3190. The utility service of delinquent accounts is subject to disconnect until payment plus all applicable fees are received. The City may also agree to accept alternate payment arrangements, on a case by case basis.
2. Customers can request up to four (4) payment arrangements per rolling calendar year. Payment arrangements must be for the full balance on the account and may be divided into multiple payments. The due date for the payment arrangement cannot be more than two (2) weeks past the original due date.
3. There are no extensions on payment arrangements. If a customer cannot meet the terms of the original payment arrangement, they may use another of the four (4) per year limit, if they have any available to make a new arrangement.

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4. If a customer fails to meet their payment arrangement, services will be scheduled for disconnection, additional fees will be applied to the account and payment in full will be required to reconnect the service and/or cancel the service order for disconnection of service.
5. If a customer fails to meet their payment arrangement on their account, they are not eligible for payment arrangements for six (6) calendar months.
6. Only a supervisor, manager or above may approve the customer's account to be reconnected or to cancel the service order for disconnection of service for customers who fail to meet their payment arrangement or have less than the full balance required to reconnect their account. The customer is required to sign the new payment arrangement letter for it to be valid.
7. If a payment is returned to the City by a financial institution, immediate payment is required. The repayment must be made by guaranteed or certified funds.
8. A quarterly report on all payment arrangements will be sent to the Customer Service Manager, Assistant Finance Director, and Finance Director.

### Disconnect

1. If it becomes necessary for the City to disconnect utility service for nonpayment, administrative fees will apply. To restore service disconnected for nonpayment, the customer will be required to pay the balance in full and any fees for reconnections, including a new or additional deposit that may be assessed. The customer may be required to be present for reconnection based on the utility services provided at the property.
2. A business or commercial customer may be required to pay any outstanding balances or delinquent amounts owed for the service address even if the customer requesting the resumption of service did not occupy the property when the debt was incurred or prior service was provided.
3. It is not the intent of the City to deny service to a residential customer who did not physically reside at the service address at the time the customer account became delinquent on payment of charges and fees for services provided to prior, unrelated occupants, tenants or owners of residential properties.
4. The following charges and fees, may also be required to be paid by a customer for a resumption of service:
  - a. Labor and materials to repair, replace or upgrade the service connection so that the service address can be served in a safe and sanitary manner;
  - b. Any fine or penalty; and
  - c. Any charges associated with cutting, blocking, or otherwise discontinuing the water service.

### **Payment Arrangement Authority Levels**

- On a case-by-case basis, a Customer Service Representative has the authority to create a payment arrangement to restore service without collecting the full outstanding account balance. The outstanding account balance for the arrangement will not exceed \$200.00. Customer Service Representatives may allow up to four (4) payment arrangements per account, per rolling calendar year.
- On a case-by-case basis, a Senior Customer Service Representative or Collections Representative has the authority to create a payment arrangement to restore service without collecting the full outstanding account balance. The outstanding account

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balance for the arrangement will not exceed \$999.00. Customers Service Representatives Seniors or Collections Representatives may allow up to four (4) payment arrangements per account, per rolling calendar year.

- On a case-by-case basis, a Supervisor has the authority to create a payment arrangement to restore service without collecting the full outstanding account balance. The outstanding account balance for the arrangement will not exceed \$1,999.00. Supervisors may allow up to four (4) payment arrangements per account, per calendar rolling year.
- On a case-by case basis, a Manager has the authority to create a payment arrangement to restore service without collecting the full outstanding account balance. The outstanding account balance for the arrangement will not exceed \$9,999.00. Managers may allow up to four (4) payment arrangements per account, per rolling calendar year.
- On a case-by-case basis, the Assistant Finance Director has the authority to create a payment arrangement to restore service without collecting the full outstanding account balance. The outstanding account balance for the arrangement will not exceed \$19,999.00. The Assistant Finance Director may allow up to four (4) payment arrangements per account, per rolling calendar year.
- On a case-by-case basis, the Finance Director has the authority to create a payment arrangement to restore service without collecting the full outstanding account balance. The outstanding account balance for the arrangement will not exceed \$49,999.00, with no restrictions on the number of transactions per account or the timeframe.
- The Finance Director, in consultation with the Assistant City Manager and the City Attorney, has the authority to create a payment arrangement for an outstanding account balance of \$50,000 or more to restore service without collecting the full outstanding account balance with no restrictions on the number of transactions per account or the timeframe.



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Lisette Camacho, Budget & Finance Director

### 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](mailto:Custrel@glendaleaz.com)