

## Residential water, sewer and refuse collection rates

### Residential water service\*

The minimum fee for a residence with a 5/8-inch or 3/4-inch water meter is \$26.17 per month for the first 7,000 gallons of water consumption. Once you use more than 7,000 gallons, the rate is an additional \$2.13 every 1,000 gallons.

The minimum fee for a residence with a 1-inch meter is \$37.10 per month for the first 7,000 gallons of water consumption. After 7,000 gallons, the rate is \$2.13 for each additional 1,000 gallons.

### Residential sewer service\*

The minimum fee for a “gravity” sewer connection is \$26.00 per month. The minimum fee for a “low-pressure” sewer connection is \$36.00 per month.

### Residential refuse collection service\*

The monthly fee per polycart is \$12.38. Additional polycarts are \$7.31 each per month.

\*Sales taxes apply. Contact utility billing at (928) 532-4005 for commercial rate types and charges.



*“Named by the turn of a card”*

180 North 9th Street  
Show Low, AZ 85901  
Telephone: (928) 532-4005  
Fax: (928) 532-4044

[www.showlowaz.gov](http://www.showlowaz.gov)

August 2008



## Water, Sewer and Refuse Collection Services



Telephone: (928) 532-4005

Office Hours: 8 a.m. to 5 p.m.  
Monday through Friday

The City of Show Low provides water and sewer services to our citizens. Refuse collection is provided as a contracted service with a private company. We are pleased to welcome you as a new or returning customer and have compiled this brochure to assist you in receiving the best possible service.

### Water, sewer and refuse collection

To establish or change water, sewer and trash collection services, please complete and sign an application. Applications are available at the administrative services department, located on the second floor of the Show Low Public Library at 180 North 9th Street. Or forms are available online at [www.showlowaz.gov/departments/finance/pdf/Utility\\_App.pdf](http://www.showlowaz.gov/departments/finance/pdf/Utility_App.pdf).

Water, sewer and trash collection services are established in the property owner's name. Renters should contact their landlord for assistance.

Customers are liable for the utility services furnished by the city until we receive written notice to cancel and shut off water service. Please notify the city of any change in property ownership at least three days prior to such change so we may adjust our records accordingly.

Call (928) 532-4005 for information or to initiate, change or discontinue service.



### Deposit

Customers applying for water, sewer and refuse collection services may either pay a \$100 deposit or provide a letter of credit from an established utility company. The deposit is held for one year. If your payment record at the end of the year has been satisfactory, we will apply your deposit as payment to your account.

### Sewer and water service suspension

The city assesses a mandatory minimum monthly sewer charge. The charge is suspended when we receive your written request to permanently discontinue water service to the premises. "Permanently" is defined as eight months or longer. The city charges \$25 for services that are permanently disconnected when you submit a written request.

If you are a part-time resident and wish to suspend sewer service for the season, please note that there is a disconnection fee of \$100 and a reconnection fee of \$100 when you return. The same is true for water service. If you live here seasonally and wish to suspend water service, there is a \$100 disconnection fee and a \$100 reconnection fee. Call us and we can help you determine whether continuing to pay the minimum monthly charges will be a less expensive option.

### Refuse collection service

There are no connection fees for refuse collection. However, there is a mandatory monthly refuse collection charge for single-family residences in the city. Contact us if you have any questions or need more information.

### Utility rates

Rates are included in this brochure, available online at the city's website ([www.showlowaz.gov](http://www.showlowaz.gov)) or by calling (928) 532-4005.

### Methods of payment

The city accepts cash, check or major credit cards. Also, the city can debit your account automatically each month or you may pay online via our city website. Call us or refer to the website to establish an automatic payment plan.

### Billing and payment information

Water meters are read monthly and billings are mailed monthly. You will be charged for all water received through your meter during the period between the two meter readings.

Please ensure that we have your current mailing address. Failing to receive our monthly bills or notices does not prevent the bills from becoming delinquent nor relieve you of your obligation to pay your bill in a timely manner.

If a payment is delinquent, the city will notify you that the delinquency will result in service disconnection if the bill is not paid within 10 days. The city may, without further notice, discontinue any service until outstanding charges are paid in full, including a charge for restoring service.

Water, sewer and refuse collection customers with a delinquent account on one premise may not receive water or sewer for an account at another residence until the delinquent account has been fully paid.

Checks returned by the bank for insufficient funds will be assessed a \$25 fee.