



# **WELCOME TO THE CITY OF SHOW LOW!**

## **APPLICATION FOR UTILITY SERVICES**

**Return this sheet with the attached form to:**

**Office Location:**

Show Low City Hall, Utility Department  
180 N. 9<sup>th</sup> Street  
Show Low, Arizona 85901

**Contact Information:**

Phone: (928) 532-4005  
Fax: (928) 532-4044  
Email: [utilities@showlowaz.gov](mailto:utilities@showlowaz.gov)

**Office Hours:**

Monday – Friday 8:00 a.m. to 5:00 p.m.  
(excluding holidays)

The attached form is needed to start your utility service with the City of Show Low.

Please fill out this form completely and sign your signature at the bottom of the next page. When you return this form, please include either a letter of credit from any utility company that shows one year of a timely and consistent payment history for you or a \$150 security deposit. This deposit is credited to your account after one year of timely payments, or if you close your account, it will be applied to your final bill. The security deposit will be reduced to \$75 if you sign up for electronic auto-pay today.

There is also a \$25 service fee for water service. This service fee is charged when there is a change in the utility account name or if the water is turned on or off. The \$25 fee will be reflected on your first bill.

Today's Date: \_\_\_\_\_

Service Start Date: \_\_\_\_\_

MONDAY – FRIDAY EXCLUDING HOLIDAYS  
(1) BUSINESS DAY NOTICE REQUIRED



# SURE PAY AUTHORIZATION FORM

FOR OFFICE USE ONLY

CITY OF SHOW LOW ACCOUNT NO. \_\_\_\_\_

**TO PAY BY**  **CHECKING ACCOUNT** **OR**  **SAVINGS ACCOUNT** (PLEASE SELECT BOX)

CUSTOMER NAME (Shown on the bank statement)				CONTACT PHONE NUMBER	
CUSTOMER BILLING ADDRESS		CITY	STATE	ZIP	EMAIL ADDRESS
BANK NAME			BRANCH LOCATION		
CHECKING/SAVINGS ACCOUNT NO.			BANK ROUTING NO.		

**TO PAY BY**  **CREDIT CARD** **OR**  **DEBIT CARD** (PLEASE SELECT BOX)

CUSTOMER NAME (Shown on the debit/credit card)				CONTACT PHONE NUMBER	
CUSTOMER BILLING ADDRESS		CITY	STATE	ZIP	EMAIL ADDRESS
16 DIGIT CARD NO.			EXPIRATION DATE	SECURITY CODE	

I authorize the City of Show Low 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 savings/checking account or credit/debit card account (whichever is applicable) every month. Payment will be made on the due date shown on my utility bill.

I understand that I must contact the City of Show Low regarding bill discrepancies prior to the scheduled draft date. I may cancel this authorization by notifying the City of Show Low to remove my account from the Sure Pay plan. The City of Show Low will have 30 days to change my billing. I understand the City of Show Low reserves the right to terminate my participation in the Sure Pay plan. I understand that the City of Show Low may impose a nominal fee if a bill is not paid by my financial institution.

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

If you wish to **stop service**, report a **change in billing address**, or **obtain information regarding our bill or service**, call the Utility Department at (928) 532-4005.

To report an **EMERGENCY** during business hours (Monday through Friday 8:00 a.m. to 5:00 p.m.), call (928) 532-4100; on **weekends and after hours**, call (928) 537-4365.

## PAYMENTS AND BILLING PERIOD

### **WHEN PAYING BY MAIL:**

Make check payable to "**City of Show Low**". Be sure to enclose the lower portion of bill to ensure proper credit to your account. Your canceled check is your receipt. For your own protection, do not send cash by mail.

**MAIL TO:** City of Show Low, Utility Dept.  
180 N 9<sup>th</sup> Street  
Show Low, AZ 85901

### **TERMS OF PAYMENT:**

All charges are due and payable upon receipt of this statement and shall become delinquent 15 days after the statement date. All delinquent accounts may be subject to a penalty charge.

**If charges remain unpaid for 30 days after issuance of the statement, a turn-off order will be issued and a mandatory charge shall be paid for each occasion that a City employee is dispatched to disconnect and/or connect services due to nonpayment. Your account may be subject to additional penalties. If a check is returned due to insufficient funds, your account will be charged for the amount of the check plus a \$25 NSF fee. If a check is not honored by your financial institution more than twice in a 12-month period, you will be placed on a cash-only basis.**

### **SURE PAY (AUTOMATIC BILL PAYMENT SERVICE):**

If you would like to have your payment automatically deducted from your checking account, please fill out the top portion of this form and return it with a voided copy of the check to be drawn on the financial institution you elect to use to the Utility Department at least 10 working days prior to your next billing cycle to ensure the Sure Pay plan is implemented with your next bill.

Each month you will receive a utility bill with a note indicating the dollar amount and the date that your account will be drafted. Sure Pay payments will be deducted from your account the 15<sup>th</sup> of each month. If the 15<sup>th</sup> falls on a weekend or holiday, the Sure Pay payment will be deducted the next business day. You have up to 10 working days to contact the City of Show Low regarding billing discrepancies. Sure Pay payments returned for insufficient funds will be subject to charges similar to those for a returned check. If your account cannot be deducted due to insufficient funds twice within 12 months, your account will be removed from the plan. If you wish to cancel your Sure Pay agreement with the City of Show Low, you must do so at least 10 days prior to your next billing cycle. The City of Show Low requires 30 days to change your billing method. The City of Show Low reserves the right to terminate Sure Pay participation without prior notice to the customer.

**CITY OF SHOW LOW  
UTILITY RATE TABLE**

**Resolution 2014-39**

*Effective 1/01/2017*

<b>Water Rates</b>				
<b>Rate Code</b>	<b>Meter Sizes</b>	<b>Usage Allowance</b>	<b>Base Fee</b>	<b>Rate per 1,000/gal</b>
101	5/8 - 3/ 4"	5,000	28.68	2.82
102	1"	5,000	44.34	2.82
103	1 1/2"	11,000	93.20	2.82
104	2"	22,000	200.45	2.82
105	3"	44,000	412.66	2.82
106	4" +	67,000	665.09	2.82
<b>Water Rates - Outside City Limits</b>				125%
<b>Rate Code</b>	<b>Meter Sizes</b>	<b>Usage Allowance</b>	<b>Base Fee</b>	<b>Rate per 1,000/gal</b>
111	5/8 - 3/ 4"	5,000	35.85	3.52
112	1"	5,000	55.43	3.52
113	1 1/2"	11,000	116.49	3.52
114	2"	22,000	250.57	3.52
115	3"	44,000	515.81	3.52
116	4" +	67,000	831.37	3.52
<b>Wastewater Rates</b>				
<b>Rate Code</b>	<b>Description</b>	<b>Base Fee</b>	<b>Rate per 1,000/gal</b>	
301	Residential	30.81	n/a	
351	Residential - Low Pressure	42.66	n/a	
303	Commercial	25.37	2.90	
361	Commercial - Low Pressure	38.88	2.90	
310	Multi Family/Trailer Park	25.37	2.90	
311	Offices/Business/Retail	25.37	2.90	
314	Churches	25.37	2.90	
316	Motels and Hotels	25.37	2.90	
318	Schools	25.37	2.90	
320	Bars	25.37	2.90	
<b>Sanitation Rates - Resolution 2011-07 (effective July 1, 2017)</b>				
<b>Rate Code</b>	<b>Description</b>	<b>Base Fee</b>		
501	First Polycart (One trash, one recycling)	14.67		
502	Additional Polycart	6.22		
<b>Miscellaneous Rates</b>				
<b>Rate Code</b>	<b>Description</b>	<b>Base Fee</b>		
2101	Water Rights Preservation Fee (per month/per active water account)	0.75		
	Seasonal/Inactive Status (resolution R2013-04) - Effective 5/02/13 - Includes connect/disconnect fee for water customers - Fee is due and payable immediately. If not paid in full at time of disconnection the standard late fee shall be applied for all outstanding balances - Account must be current prior to reconnection - Includes all services	150.00		
	Water Connection	25.00		
	Water Disconnect	25.00		
	After Hours Call Out	40.00		
	Re-Read/Read Only	25.00		
	Bulk Meter Activation	150.00		
	Bulk Meter Deposit	800.00		
	Non-Sufficient Funds fee	25.00		
	Late Fee (applied 10 days after billing date)	10.00		
	Security Deposit	150.00		
	- with autopay sign up and continued active autopay - refunded after 12 consecutive months of prompt payment - may be waived with letter of credit showing 1-year of prompt payment history from previous utility	75.00		
	Non-pay Wastewater physical disconnect	600.00		