



CHANDLER
UTILITY SERVICES

We are committed to being responsive to the needs of our residents and customers, while maintaining the low cost of services and high quality of life that makes Chandler the envy of so many other communities.

Chandler Upgrading Utility Billing System and Online Payment Portal

Chandler's new utility billing system makes it easier to manage your account, access your information, and make payments using the method that is most convenient for you. The advanced features are accessible 24 hours a day, seven days a week, from your computer or mobile device. Here are some of the enhancements you should know about:

Fast and Easy

- No registration is required for "one-time pay," the fastest way to pay online and confirm payment.
- Payments may be scheduled online by registered users.
- Payments will be electronically applied to your account immediately, regardless of the day or time.
- Customers may schedule most move-in service connections and move-out disconnects online, without having to speak with a customer service representative.
- Residents, especially those on fixed incomes, may request their payment due date be changed to a more convenient date within the payment cycle.

Safe and Secure

- Your payment information is kept confidential and 100% secure. It is backed by the highest security standards, in an online system that safely stores your data in a "shopping cart-style" payment portal, so you do not have to re-enter the same information each month.

Eco-Friendly

- A 36-month water consumption graph on the bill promotes conservation by helping customers track their water usage, identify potential waste, and establish a water budget.
- Paying online reduces paper use and is an easy way to help the environment.
- Sign up for e-billing and no longer receive a printed bill mailed to your home. Instead, you will receive an email with the amount due and notification that your bill is ready to be viewed online.

You Have Payment Flexibility

There are several ways to pay your City of Chandler utility bill.

- **ELECTRONIC PAYMENT:** Set up the payment through your financial institution's online banking system.
- **ONE-TIME ONLINE:** Make a one-time payment by credit card or e-check with or without creating a customer profile.
- **AUTOMATIC PAYMENTS:** Sign up for AutoPay (formerly SurePay), which authorizes the City and your financial institution to handle the transaction for you through an automatic withdrawal from your checking or savings account, or with a major credit card.
- **PAY BY PHONE:** Credit card payments and checks are accepted through the automated system by calling 480-782-2280.
- **PAY BY MAIL:** Your billing statement will include a return envelope if you choose to mail your payment using a credit card, check or money order (do not send cash).
- **PAY IN PERSON:** Pay by cash, check, or major credit card at the Customer Service Center, located at 175 S. Arizona Avenue, Suite A, between 8 a.m. and 5 p.m., Monday through Friday. The Customer Service Center, located on the first floor of Chandler City Hall, is a shared facility between the City and APS.
- **DRIVE-UP DROP BOX:** City of Chandler and APS payments (credit card, check or money order) may be placed in the drive-up drop box located on the south side of City Hall, in the westbound median of Chicago Street, between Arizona Avenue and Washington Street. For security purposes, do not place cash in the drop box.

IMPORTANT: Update Payment Information Through Your Banking Website

All Utility customers have a new customer number and account number which are printed on the redesigned billing statement. Customers who pay their bill electronically through their bank's website must update their payee information to include the new customer number and account number. If the account information is not updated, the electronic payment may be delayed, which may affect your account status with the City of Chandler Utility Services Division.

Register online at chandleraz.gov/utilitybill. If you have questions, our customer service representatives are ready to assist you during regular business hours at 480-782-2280 or utilitybilling@chandleraz.gov.

Check out the Frequently Asked Questions section at:
www.chandleraz.gov/utilitybill



Chandler • Arizona
Where Values Make The Difference

Mayor Jay Tibshraeny and Chandler City Council



HOW TO READ YOUR NEW CHANDLER UTILITY BILL

Enhanced Details and Features on Your New Utility Bill Statement



Chandler - Arizona
Where Values Make The Difference

Rev. 04/15

Billing & Account Questions: 480-782-2280
Solid Waste & Recycling: 480-782-3510
All Other Water/Sewer Issues: 480-782-3700
TTY: 7-1-1

Pay online at www.chandleraz.gov/utilitybill

1 Account Number: 12345678
ALEXANDER J. CHANDLER

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3 Due Date: 7/27/2014

4 Customer Number: 87654321

If your utility bill is higher than normal, and you are having difficulty paying your bill, please contact a customer service representative at 480-782-2280 if you need assistance. See back of bill for additional information.

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Billing Date:	7/2/2014
Previous Balance	131.06
Payment Received	131.06
Thank you for your A-OK Donation	5.00 CR
Balance Forward	0.00
Current Charges	63.83
Total Amount Due	63.83

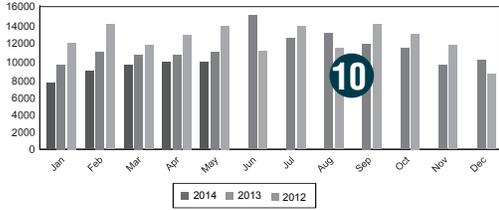
Total A-OK Contributions in 2014: \$25.00

8 Service Address: 2149 W. HONEYSUCKLE CIRCLE

Meter Number	Previous Meter Read		Estimated Meter Read		Water Used in Billing Cycle	
	Date	Reading	Date	Reading	1 Unit = 1,000 Gallons	
04368421	5/14/2014	976	6/19/2014	982	6 Units	6,000 Gallons

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Your Monthly Usage (Gallons)



Services from 5/14/2014 to 6/19/2014

Water and Sewer	9.60
Single Family Tier 1	12.91
Meter Charge Sewer	24.17
Base Fee	46.68
Subtotal	46.68
Solid Waste	15.07
Solid Waste Charges	15.07
Subtotal	15.07
Other	1.42
State Tax	0.62
Local Tax	0.04
Water Quality Tax	2.08
Subtotal	2.08
Current Charges Due	63.83

Per City Code, statements exceeding 60 days from due date are not accepted for use at the Transfer Facility.



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Detach and return the portion below with your payment

Pay Online at www.chandleraz.gov/utilitybill



Acts of Kindness

Acts of Kindness, or A-OK, is a voluntary tax-deductible donation program that provides Chandler residents the option to participate each month through their utility bills. To make a donation, please select one of the check boxes to the right.

ALEXANDER J. CHANDLER
2149 W. HONEYSUCKLE CIRCLE
CHANDLER, AZ 85224

Customer Service
175 S Arizona Ave., Suite A
Monday - Friday, 8 a.m. - 5 p.m.

Account #: 87654321-12345678

Due Date	7/27/2014
Total Due	\$63.83
Amount Paid (including A-OK)	\$63.83

Thank you for your payment!

SEND PAYMENTS TO:
City of Chandler
P.O. Box 52613
Phoenix, AZ 85072-2613

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\$1.00

\$2.00

\$5.00

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00075275000811450000194991

1. ACCOUNT NUMBER

All customers have a new account number. You will need this number and the customer number (see no. 4) when making payments or contacting Utility Services.

2. ACCOUNT HOLDER NAME(S)

3. THE DATE YOUR PAYMENT IS DUE TO THE CITY

4. CUSTOMER NUMBER

All customers have an identifying number assigned to them and it will not change if they move to another location within the City of Chandler. This number, as well as the account number (see no. 1), will be required when making a payment or contacting Utility Services.

5. CHANDLER UTILITY CONTACT INFORMATION

6. ACCOUNT MESSAGES

This section will include important information specific to your account.

7. ACCOUNT SUMMARY

This section includes the billing date, previous and current charges, payments received, donations made to the A-OK Program, and total amount due to the City.

8. ACCOUNT SERVICE ADDRESS

9. METER READING DATES AND WATER USAGE

This includes the meter number, the previous and current month's meter readings, and the gallons used for the current billing cycle.

10. MONTHLY WATER USAGE CHART

Quickly compare your monthly water usage for the previous 36 months (when applicable).

11. SUMMARY OF CHARGES

Includes itemized water, sewer, solid waste and tax charges for the current billing cycle.

12. ENTRY CODE FOR ACCESS TO THE RECYCLING-SOLID WASTE COLLECTION CENTER

Chandler residents may use the Recycling-Solid Waste Collection Center by providing a bill dated within the past 60 days that shows customer payment for Solid Waste services.

13. A-OK PROGRAM DONATION OPTIONS

You may make a voluntary donation, which will provide assistance to Chandler residents in need.

14. TOTAL AMOUNT PAID, WHICH MAY INCLUDE A VOLUNTARY A-OK DONATION

The payment coupon includes the bill due date, total amount due, and a field to write the amount being paid toward the account, which may include a donated amount.

ON THE BACK of the new billing statement you will see a section for important messages, additional City contact information, details about the Acts of Kindness (A-OK) Program and payment locations, including a map to the City's Customer Service Center in City Hall.



In addition to making payments online, you also may choose to no longer receive a printed bill mailed to your home. With e-billing, you receive an email notification when your bill is available to be viewed online. Then, at your convenience, you may log into the City's Utility Billing System, view your electronic bill statement, and choose a method of payment. It's simple and conserves paper resources. Sign up today!

NOT AN ACTUAL BILL