



CITY OF GOODYEAR- UTILITY BILL  
 FINANCE DEPARTMENT  
 190 N. LITCHFIELD ROAD  
 GOODYEAR, AZ 85338

Rate Class: RESIDENTIAL

Billing Inquiries: (623) 932-3015 or (800) 872-1749  
 For after hours Emergency Related Water Issues: (623) 932-3010

**account information**

ACCOUNT NUMBER: 12345-67890  
 CYCLE: 03-18  
 BILL DATE: 6/15/12  
 DUE DATE: 7/09/12

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SAMPLE CUSTOMER  
 190 N. LITCHFIELD  
 GOODYEAR AZ 85338-0900

**meter reading**

Service Period	Days	Meter Number	Multi	Units	Current Reading	Previous Reading	Usage
WA 5/14/12 6/11/12	28	49075316	1.000	TGAL	1090	1084	6

  

The period between the previous meter reading date and the current meter reading date	Number of days in the billing period	Meter # registered to this location	Multiplier of your units for billing purposes	TGAL equals 1000 gallons	Read obtained on read date	Read obtained previous month	Number of units used. Example: Used 6 units x 1,000 = 6,000 gallons
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**current charges**

Service	Consumption	Charge	Total
WQ BASE FEE		18.96	
WQ VOLUME	6.00	29.40	
TOTAL WQA SEWER			48.36
WA BASE FEE		10.05	
WA 0-6K GALLONS	6.00	8.76	
TOTAL WATER			18.81
SA SANITATION	5/14/12 6/11/12	22.80	22.80
CITY SALES TAX		.47	.47
COUNTY SALES TAX		.13	.13
STATE SURCHARGE		.04	.04
STATE SALES TAX		1.24	1.24
DISCONNECT NOTICE	5/29/12		18.00

**special message**

GO GREEN GO PAPERLESS GO eBILL SIGN UP TODAY @ GOODYEARAZ.GOV/EBILL

SAVE TIME & MONEY™ REGISTER FOR CLICK2GOV ONLIN BILLPAY: LINK ON HOMEPAGE E

NEW WQA WILL BE REFLECTED ON THIS MONTH'S BILL  
 Click2Gov Internet PIN#0000311461

**This area is for special notifications and/or special services the City of Goodyear has to offer.**

**Base Fee:** A set monthly water and sewer fee which is determined by meter size and rate class.  
**Consumption:** The water and/or sewer usage billed in 1,000 gallon units. Water usage is the difference between the meter readings on the previous reading and the current reading dates.  
**Winter Quarter Average:** Monthly sewer charge is determined by the average water usage during the winter months of January, February and March.  
**Services and Billing Codes:**  
 SA – Sanitation SE – Commercial Sewer  
 WA – Water Service IR - Irrigation  
 WQ – Residential Sewer  
 E – An “E” before the meter number indicates a meter reading could not be obtained and the usage was estimated for the service period.

TOTAL CURRENT CHARGES 111.64  
 PREVIOUS BALANCE DUE NOW 119.63  
 TOTAL AMOUNT DUE 231.27

**account information**

SERVICE ADDRESS: 190 N. Litchfield

ACCOUNT NUMBER: 12345-67890

1<sup>st</sup> set of digits is Customer ID#  
2<sup>nd</sup> set of digits is a Location ID#

CYCLE: 03-18

1<sup>st</sup> number is the Cycle#  
2<sup>nd</sup> number is the Route#

BILL DATE: 6/15/12

**DUE DATE: 7/09/12**

This is the date by which the current charges are due. **Any past due balance brought forward is payable immediately and subject to service termination.**

PREVIOUS BALANCE IS THE UNPAID BALANCE APPLIED TO THE TOTAL AMOUNT DUE. THIS BALANCE IS PAYABLE IMMEDIATELY AND SUBJECT TO SERVICE TERMINATION WITHOUT FURTHER NOTICE.

Payments received after 5:00 p.m. will be processed the next business day.

**SAMPLE CUSTOMER  
190 N. LITCHFIELD  
GOODYEAR AZ 85338-0900**

**amount due**

TOTAL CURRENT CHARGES: 111.64

**PREVIOUS BALANCE DUE NOW: 119.63**

TOTAL AMOUNT DUE: 231.27



**CITY OF GOODYEAR**  
Finance Department  
P.O. Box 5100  
Goodyear, AZ 85338-0900

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# LANDSCAPE WATERING GUIDELINES

How Much & How Often <small>Water to the outer edge of the plant's canopy and to the depth indicated. Watering frequency will vary depending on season, plant type, weather and soil.</small>		Seasonal Frequency - Days Between Waterings				Water This Deeply (Typical Root Depth)
		Spring Mar-May	Summer May-Oct	Fall Oct-Dec	Winter Dec-Mar	
Trees	Desert adapted	14-30 days	7-21 days	30-45 days	30-60 days	24-36 inches
	High water use	7-12 days	7-10 days	7-12 days	14-30 days	24-36 inches
Shrubs	Desert adapted	14-30 days	7-21 days	30-45 days	30-45 days	18-24 inches
	High water use	7-10 days	5-7 days	10-14 days	10-14 days	18-24 inches
Groundcovers & Vines	Desert adapted	14-30 days	7-21 days	21-45 days	21-45 days	8-12 inches
	High water use	7-10 days	2-5 days	10-14 days	10-14 days	8-12 inches
Cacti and Succulents		21-45 days	14-30 days	if needed	if needed	8-12 inches
Annuals		3-7 days	2-5 days	5-10 days	5-10 days	8-12 inches
Warm Season Grass		4-14 days	3-6 days	15-30 days	15-30 days	6-10 inches
Cool Season Grass		3-7 days	none	7-14 days	7-14 days	6-10 inches

These guidelines were prepared by Arizona Municipal Water Users Association in consultation with University of Arizona Cooperating Extension Services. The City of Goodyear is one of ten members in AMWUA.

These guidelines are for established plants (1 year for shrubs, 3 years for trees). Additional water is needed for new plantings or unusually hot or dry weather. Less water is needed during cool or rainy weather. Drip run times are typically 2 hours or more for each watering.

## BILLING STATEMENT INFORMATION

**Previous Balance:** This is an unpaid balance or overpayment brought forward and applied to the total amount due.

**Due Date:** This is the date by which the current charges are due. Any past due balance brought forward is payable immediately and subject to service termination.

**Service Period:** The period between the previous meter reading date and the current meter reading date.

**Base Fee:** A set monthly water and sewer fee determined by meter size and rate class.

**Consumption:** The water and/or sewer usage billed in 1,000 gallon units. Water use is calculated by the difference between the meter readings on the previous reading and current read dates.

**WQA (Winter Quarter Average) Sewer:** Monthly sewer charge is determined by the average water usage billed during the winter months of January, February and March.

**CAP (Central Arizona Project) Fee:** To comply with State Laws, city purchases Colorado River water that is recharged into the aquifer to replace pumped groundwater.

### **Billing Codes:**

SA- Sanitation  
 WA- Water Service  
 WQ-Residential Sewer  
 E- An "E" before the meter number indicates a meter reading could not be obtained and the usage was estimated for the service period.

SE- Commercial Sewer  
 IR- Irrigation  
 TGAL- 1,000 Gallons

## **FAILURE TO RECEIVE BILL DOES NOT WAIVE PENALTIES OR THE CITY'S RIGHT TO DISCONTINUE SERVICE FOR DELINQUENCY**

### DELINQUENT ACCOUNT INFORMATION

#### **Notice of Disconnect for Delinquency:**

**All previous balances are past due, payable immediately and subject to service termination. Any account scheduled for termination will be assessed a fee.**

**Reinstatement of Services:** If service has been discontinued for delinquency, water service will not be reinstated for one business day after full payment has been made. Same-day reinstatement is available for an additional fee. A person may be required to be present at the property for water service to be restored. Sanitation service will be reinstated on the next regularly scheduled collection day, but no sooner than 48 hours.

**METER TAMPERING:** The unauthorized or attempted removal of any meter locking mechanism or the reconnection or attempted reconnection to the City water system by someone other than a City of Goodyear Environmental Services employee may result in a meter tampering fee and other related charges being assessed and/or the meter being pulled.

## PAYMENT INFORMATION

We accept Debit, Visa, Mastercard, American Express and Discover. Payments can be made at City Hall Monday through Friday 8:00 AM to 5:00 PM, except holidays. For your convenience a 24-hour drop box is located in the parking lot in front of the entrance to City Hall:

190 N Litchfield Road, Goodyear, AZ 85338

Payments made at the drop box will not apply to your account until the next business day. Payments for non-delinquent accounts can be made by telephone 24 hours a day by calling (623) 882-7373. An automated attendant will guide you through the options to make a payment or obtain account information.

**Click2Gov:** We offer online bill pay. View & pay your account online. Visit the [www.goodyearaz.gov](http://www.goodyearaz.gov) for more information.

**Sure Pay:** We offer automatic deduction of the monthly amount due from your checking account. Contact the Finance Office or visit [www.goodyearaz.gov](http://www.goodyearaz.gov) for more information.

**Late Penalty:** A 1.5% penalty shall apply to all payments not received in the Finance Office by the due date of the bill.

**Returned Checks:** A service fee will be applied to accounts when a payment is returned by the bank and the service will be subject to immediate termination. Full payment including all service fees is required prior to reinstatement.

### CONTACT INFORMATION

**Utility Bill Questions:** Contact the Finance Office at (623) 882-7887 between the hours of 8:00 AM and 4:45 PM Monday through Friday.

**Water Service Emergencies:** Contact Environmental Services 24 hours a day, 7 days a week at (623) 932-3010 option 3.

**Sanitation Service Delivery:** For missed collections and other service delivery assistance, contact City of Goodyear Sanitation at (623) 932-3010 from 7:00 AM to 4:00 PM. For service termination, visit the City's website at [www.goodyearaz.gov](http://www.goodyearaz.gov). For Container exchange or removal, contact the Finance Office at (632) 882-7887 from 8:00 AM to 4:45 PM.

**City of Goodyear website:** Utility service forms, rates and other useful information are available on the City's website at [www.goodyearaz.gov](http://www.goodyearaz.gov).