



City of Phoenix Water Shut-Off Due to Non-Payment

What Customers Need to Know

The COVID-19 global pandemic has affected just about everybody in countless ways, and that includes many City of Phoenix water customers. In March 2020, the Phoenix City Council voted to restore water service to all residential customers regardless of their account status due to non-payment.

Beginning January 2022, the city will notify customers with accounts that are 31 days past due that water shut-offs will resume in February 2022.

Below are answers to frequently asked questions (FAQs) to provide additional information to customers.

Q: What should customers do if they receive a shut-off notice?

- Customers who receive a shut-off notice from the City of Phoenix should call Customer Service at 602-262-6251 to pay the balance due on their City Services bill. Customers can use the 24/7 automated phone line to pay their bill.

Q: What should customers do if they are unable to pay?

- The City of Phoenix has several financial assistance programs. Customers who cannot afford to pay their water bill should call 602-262-6251, Monday through Friday from 8 a.m. to 5 p.m., to speak to a customer service representative.

Q: Will customers be charged late fees if their water service is placed on low-flow or shut-off?

- No. The Phoenix City Council voted to permanently stop charging late fees for single-family residential customers after water service is placed on low-flow or shut-off.

Q: When will a customer's water service be restored after it is suspended?

- If a customer pays the balance due by 5 p.m. on a regular business day, the City of Phoenix will restore water service the same day. If a customer pays their balance after 5 p.m. or on a holiday or weekend, water service will be restored the next business day.

Q: Can customers pay their City Services bill at Chase Bank if water service has been shut-off?



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- Yes. If a customer pays the balance due by 5 p.m. on a regular business day, using Chase Bank, the customer should call Customer Service at **602-262-6251** to notify staff of the payment. Once staff has been notified, the City of Phoenix will restore water service the same day. If a customer pays their balance after 5 p.m. or on a holiday or weekend, water service will be restored the next business day.

Q: Can customers go back on a low-flow device after their water service has been completely shut-off?

- No. Once a customer's water service goes from low-flow to shut-off, they must pay the full balance due for water service to be restored.