



Dear Property Owner,

This letter is to inform you that the city of Glendale is revising its policy relating to utility account holders, in which an account will be allowed to be opened in a property owner's name only. This new policy is due to recent legislative action, HB2450, which went into effect on July 29, 2010. The new city policy goes into effect Sept. 7, 2010 and will apply to new utility accounts; existing utility accounts will not be affected until a change in occupancy occurs.

This policy not only allows Glendale the opportunity to be fiscally responsible to its residents, but it will also enable the city to forge stronger relationships with property owners. Furthermore, the change allows the city of Glendale and property owner to work towards common goals such as resolving delinquent billing issues that can lead to a quicker rental of your property in the future. In addition, you will have better control and understanding of utility usage and payments on your property.

The new city policy was created with flexibility in the sense that as a property owner, if you so choose, you may allow a legal representative of a business or a designee of some sort to open the account on your behalf, provided the representative can provide that authority. Enclosed you will find an authorization form to be completed and returned to the city. Should you elect a second party to either receive the utility bill and/or have information provided to the second party, you can make that known on the form. The authorization form must be completed in its entirety before service will be established on the account.

For inquiries on the new policy, please call the hotline in Glendale's Utility Department Customer Service Division at 623-930-3228. Representatives will provide a follow up call to you within 24 hours or the following business day. Information on this policy revision and a link to HB2450 can be found on the city website at www.glendaleaz.com/utilities.

Sincerely,

City of Glendale
Utilities Department
5850 W. Glendale Avenue
Glendale, AZ 85301-2599