

FOR IMMEDIATE RELEASE

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## **GLENDALE INCREASES UTILITY DEPOSITS TO BETTER MANAGE DELINQUENT ACCOUNTS**

**GLENDALE, Ariz.** – For the first time in 19 years, the city of Glendale has made an adjustment to its deposit for water, sewer and sanitation accounts. The deposit increase only applies to new utility accounts.

For residential property owners and renters, the deposit amount is now \$200. For commercial customers, the deposit ranges from \$250 to \$300, depending on the meter size. This amount is approximately two months of water, sewer and sanitation bills paid by the average customer. Accounts that become delinquent and require shut-off typically have about two months of unpaid utility charges; therefore, this deposit would assist in recovering a portion, if not all, of any unpaid charges as well as the staff costs associated with turning off delinquent accounts.

Along with the adjustment to the deposit, Glendale has changed the administrative procedure pertaining to deposits. Utility services can now be contracted with renters. Renters must supply the city with a lease agreement and deposit before an account will be opened. Contracting services with the renter ensures that all charges remain the responsibility of the renter, not the property owner.

Furthermore, residential property owners who have six consecutive months of good account history may request a refund of their deposit beginning in the seventh month of service. Tenant and commercial accounts will have the deposit remain on the account until the account is closed and all outstanding charges are paid; then any remaining funds will be returned.

For more information, call Glendale's Customer Service Office at 623-930-3190

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