



Town of Thatcher  
3700 W. Main Street, Thatcher, AZ 85552  
928-428-2290

## UTILITY SERVICE APPLICATION PROCESS

Please read this information before filling out the Utility Application.

### PLEASE FILL OUT APPLICATION COMPLETELY:

- STATE OR GOVERNMENT ISSUED PHOTO I.D. IS REQUIRED.
- ALL SERVICES REQUIRE AN \$100.00 DEPOSIT FOR ALL NEW ACCOUNTS AS A GUARANTEE FOR PAYMENT OF SERVICES AND ARE DUE AT THE TIME OF APPLICATION PROCESS.  
RENTERS THE \$100.00 DEPOSIT IS REFUNDABLE WHEN SERVICES ARE DISCONTINUED. THE DEPOSIT WILL BE APPLIED TOWARDS YOUR FINAL BILL AND ANY REMAINING CREDIT WILL BE REFUNDED TO YOU BY CHECK AND MAILED, THIS PROCESS TAKES ANYWHERE FROM 4 TO 6 WEEKS.  
OWNERS THE \$100.00 DEPOSIT IS REFUNDABLE AFTER 2 CONSECUTIVE YEARS OF SERVICES WITH NO LATE PAYMENTS OR PENALTIES. IT WILL BE OWNER'S RESPONSIBILITY TO REQUEST THE DEPOSIT.
- SOCIAL SECURITY NUMBER MUST BE PROVIDED.
- YOU MUST LIST EVERYONE THAT WILL BE RESIDING IN THE RESIDENCE THAT IS OVER THE AGE OF 18.

## UTILITY SERVICE APPLICATION AGREEMENT

Please read this information before filling out the Utility Application.

### PAYMENT TERMS

- YOU AGREE, IN ORDER FOR US TO SERVICE YOUR ACCOUNT OR TO COLLECT ANY AMOUNTS YOU MAY OWE, WE MAY CONTACT YOU BY TELEPHONE AT ANY TELEPHONE NUMBER ASSOCIATED WITH YOUR ACCOUNT.
- WE MAY ALSO CONTACT YOU BY EMAIL, USING ANY EMAIL ADDRESSES YOU PROVIDE US.
- BILLS ARE PROCESSED AND MAILED THE FIRST WEEK OF EACH MONTH. ALL BILLS ARE DUE THE LAST DAY OF EACH MONTH, UNLESS THE LAST DAY OF THE MONTH FALLS ON A SATURDAY, SUNDAY, OR LEGAL HOLIDAY, WHICH WOULD THEN PUT THE LAST DAY TO MAKE A UTILITY PAYMENT ON THE NEXT REGULAR WORKING BUSINESS DAY.
- A \$5.00 LATE FEE WILL BE ADDED TO ALL ELECTRIC BILLS PAID AFTER THE DUE DATE.
- FAILURE TO RECEIVE UTILITY BILLINGS WHICH HAVE BEEN PROPERLY PLACED IN THE UNITED STATES MAIL SHALL NOT BE RECOGNIZED AS A VALID EXCUSE FOR FAILURE TO PAY UTILITY BILLINGS WHEN DUE.

PAYMENT OPTIONS: CASH, CHECKS, MONEY ORDERS, DEBIT/CREDIT CARDS (*FEES APPLICABLE WITH CARDS*)

- IN PERSON: THATCHER TOWN HALL UTILITY OFFICE, 3700 W. MAIN STREET, THATCHER, AZ, 85552
- BY MAIL: THATCHER MUNICIPAL UTILITIES, PO BOX 670, THATCHER, AZ 85552
- DRIVE THRU WINDOW: LOCATED ON THE WEST SIDE OF THE TOWN HALL BUILDING
- DROPBOX: LOCATED IN AT OUR DRIVE THRU WINDOW, *PLEASE DO NOT DROP CASH IN THE DROPBOX*
- BY PHONE: THATCHER TOWN HALL UTILITY OFFICE 928-428-2290, EXTENSION 1, (*FEES APPLICABLE*)
- ONLINE: [www.xpressbillpay.com](http://www.xpressbillpay.com) (*FEES APPLICABLE*)

### CUSTOMER RESPONSIBILITY

- YOU MAY BE REQUIRED TO TURN ON THE MAIN ELECTRICAL BREAKER AFTER SERVICE IS CONNECTED.
- YOU MUST NOTIFY US OF ANY CHANGES NEEDED TO BE MADE TO THE ACCOUNT.
- YOU MUST NOTIFY US OF PRIOR TO MOVING IN ORDER TO DISCONNECT OF SERVICES.
- YOU SHALL BE RESPONSIBLE FOR SAFEGUARDING ALL TOWN'S PROPERTY INSTALLED IN OR ON THE CUSTOMER'S PREMISES FOR THE PURPOSE OF SUPPLYING UTILITY SERVICE TO THAT CUSTOMER.
- YOU SHALL BE RESPONSIBLE FOR PAYMENT OF ANY EQUIPMENT DAMAGE AND/OR ESTIMATED UNMETERED USAGE RESULTING FROM UNAUTHORIZED BREAKING OF SEALS, INTERFERING, TAMPERING OR BYPASSING METERS.

### ACCESS

- THE TOWN AUTHORIZED AGENTS SHALL HAVE UNASSISTED ACCESS TO THE CUSTOMER'S SITES AT ALL REASONABLE HOURS TO INSTALL, INSPECT, READ, REPAIR, OR REMOVE ITS METERS.



## UTILITY SERVICE APPLICATION

PLEASE PRINT

Electric, Sewer, Garbage    Electric & Sewer    Sewer & Garbage    Electric Only    Sewer Only

Please mark the appropriate box:    Owner    Renter    Agent    Business    Other

Have you ever had service with us before?    Yes    No

REQUESTED SERVICE CONNECTION DATE: \_\_\_\_\_

### APPLICANT INFORMATION

Last Name	First Name	Date of Birth
Cell Phone Number	Email Address	Social Security Number
Current Employer	Employer's Address	Employer's Phone Number

### CO-APPLICANT INFORMATION (A Co-Applicant is not required)

Last Name	First Name	Date of Birth
Cell Phone Number	Email Address	Social Security Number
Current Employer	Employer's Address	Employer's Phone Number

SERVICE LOCATION (Physical Address): \_\_\_\_\_

MAILING/BILLING ADDRESS (If different than above): \_\_\_\_\_

LANDLORD NAME: \_\_\_\_\_ Phone: \_\_\_\_\_  
(If you rent)

Please list all adults (18 and older) other than applicants shown above whom will be residing at this address:

\_\_\_\_\_

\_\_\_\_\_

*\*Pursuant to Title II of the Americans with Disabilities Act (ADA), persons with a disability may request reasonable accommodations by contacting Thatcher Town Hall at (928) 428-2290.*

*I have read the Utility Service Application Agreement from The Town of Thatcher. You agree the facts in the application are true and complete.*

\_\_\_\_\_  
*Applicant's Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Co-Applicant's Signature*

\_\_\_\_\_  
*Date*