

# How to Start or Stop Utility Services



## Services we provide are:

- Water
- Sewer/Wastewater
- Trash/Recycle
- Irrigation (select areas)

## Start Service:

A minimum of 1 business day advance notice is required for new service. \*\* A \$25.77 set-up fee will be charged on your first bill. Service may be started over the phone or in person and a deposit is required with every account. Please see the set-up requirements below:

## Homeowners:

- \$200 deposit
- Escrow # or File #
- Title company name and phone number
- Social security number
- Photo ID Number (i.e., U. S. driver's license # or passport ID #)
- Homeowner name as it appears on the deed / county record
- Service Address
- Mailing Address
- Primary phone number
- Alternate phone number (if applicable)

## Renters/Tenants:

- \$200 deposit
- Signed lease/rental agreement
- Social security number
- Photo ID Number (i.e., a U. S. driver's license # or passport ID #)
- Names of all Tenants as they appear on the signed lease agreement
- Service Address
- Mailing Address
- Primary phone number
- Alternate phone number (if applicable)

Completed Start/Stop Utility form and required documents can be submitted to:

- Email to [custrel@glendaleaz.com](mailto:custrel@glendaleaz.com) (pdf versions only)
- Fax to 623-930-2186
- In person at Glendale City Hall @ 5850 W. Glendale Ave., Ste 104

If you faxed or emailed required documents, You must call 623-930-3190 to pay the required deposit with a credit/debit card

## Landlords - FYI:

A person who owns residential unit(s) for rent in the city of Glendale must obtain a Transaction Privilege Tax (TPT) license from and remit the appropriate tax to the Arizona Department of Revenue (ADOR). Landlords must also be registered with Maricopa County. For more information please visit the [Glendale Residential Rental](#) page.

## Stop Service:

Complete the Start/Stop Services Form or  
Contact Customer Service at 623-930-3190

**Start/Stop Utility Services Form**



**Name(s):** \_\_\_\_\_

**Social Security #(s):** \_\_\_\_\_ (If not provided, deposit is doubled)

**U.S. Driver's License # or State ID Card #, Passport #:** \_\_\_\_\_  
(See Customer Service for any other accepted forms of identification)

**Service/Property Address:** \_\_\_\_\_ **Mailing Address (If different than service address)**  
**OR Forwarding Address (If closing Account):** \_\_\_\_\_

**Phone #(s):** \_\_\_\_\_ **Turn On Request Date:** \_\_\_\_\_

*\*\*Information below is required of all new home owner's unless the home was purchased through an auction or trustee sale. If home was purchased through an auction or trustee sale, then please provide a copy of a completed Purchase Affidavit Form along with copies of all purchase receipts for review\*\**

**Escrow Number:** \_\_\_\_\_ **Closing Date of Escrow:** \_\_\_\_\_

**Title Company Name & Ph#:** \_\_\_\_\_

*\*\*If home is being rented/leased, then the signed lease agreement (signed by both landlord and tenant(s)) must be submitted for review in lieu of escrow information\*\**

**Turn Off Request Date:** \_\_\_\_\_ **Address:** \_\_\_\_\_

**Last four digits of acct holders SSN:** \_\_\_\_\_

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*\*\*Once this form is submitted, it is the responsibility of the account holder to call in and speak to a CSR to confirm that the request has been received and completed\*\**

**Name/Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_