

# WATER MATTERS

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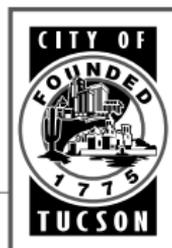
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**TUCSON  
WATER**

*A proud part of the City of Tucson*



[tucsonaz.gov/water](http://tucsonaz.gov/water)



**ATTENTION TUCSON WATER, ENVIRONMENTAL SERVICES, & PIMA COUNTY REGIONAL WASTEWATER RECLAMATION CUSTOMERS**

# Access the **new** online utility payment system

There's a NEW online utility payment system at [tucsonaz.gov/payutility](http://tucsonaz.gov/payutility). The new system ensures paying your water, trash/recycling, and sewer bills is safe, secure, and fast. Here's what you should know.

## To Get Help

Setting up a **NEW ONLINE ACCOUNT** (520) 791-3253

Solving issues with an account you've **ALREADY SET UP** 1-800-420-1663

With your water, trash/recycling, or sewer billing (520) 791-3242

**ADA Compliant • English & Spanish**

## MORE Features & Benefits

- Set up autopay
- Make a one-time payment
- Go paperless
- Pay-by-text/email
- Create payment reminders
- One username/one password sign-on

### PLUS....

- New customer dashboard
- View bill & payment history
- 8 payment options
- Manage multiple accounts
- No processing fees
- Choose a monthly payment date

### HOW TO SET UP A NEW ACCOUNT OR MAKE A ONE-TIME PAYMENT

- 1** Connect with a device
- 2** Enter [tucsonaz.gov/payutility](http://tucsonaz.gov/payutility) in the browser
- 3** Access how-to info, if you need it
- 4** Input your info
- 5** Authorize & click pay



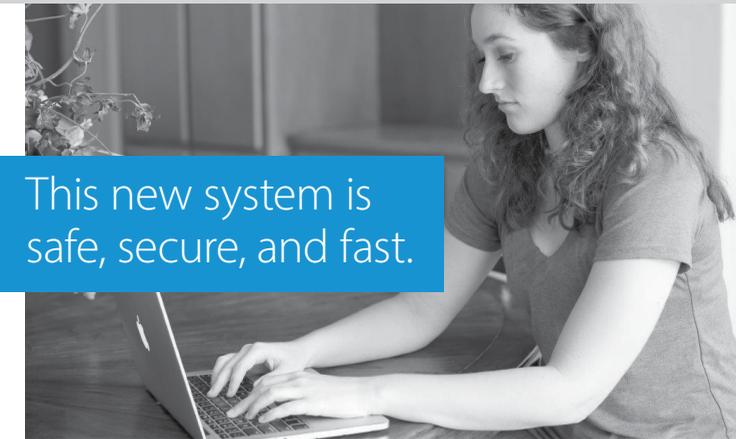
Who Must Enroll?  
Current customers who:

- ✓ Use autopay
- ✓ Pay or receive your utility bill electronically
- ✓ Want to go paperless



**12 MIN ACCOUNT SET UP.** Create it now to simplify your life later with paperless autopay e-check, plus pay-by-text/email!

**One-time payment less than 3 MIN**



This new system is safe, secure, and fast.



### For Your Security

Your current utility account number stays the same, but you must enroll to link your unique payment info to the new online service. For your security, City representatives cannot transfer your account or financial information.



Your account is protected with SSL encryption and is PCI Compliance Level 1 – the highest level of customer data security.

# Ways to Pay Your Utilities



Online at  
**[tucsonaz.gov/payutility](https://tucsonaz.gov/payutility)**

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**(520) 791-3242**

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Use the **envelope** that comes with your statement **or mail to:**

**City of Tucson**  
**PO Box 52772**  
**Phoenix, AZ 85702-2771**

*Be sure to include your account number*

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**City and 20+ Western Union dropboxes** at grocery stores



Due to evolving public health concerns, payment locations and hours may change. Go to **[tucsonaz.gov/payutility](https://tucsonaz.gov/payutility)** to find out more.

Online payment will post by the next business day.

If you're at risk of having your water service terminated, call (520) 791-3242 to determine the best option.

# YOUR UTILITIES

CITY OF TUCSON ENVIRONMENTAL SERVICES

## How to Dispose of Batteries

**Trash:** Alkaline batteries such as AA, AAA, 9v, C or D batteries are not hazardous and can safely be thrown in the trash.



**Hazardous waste recycling only:** Rechargeable batteries in laptops, tablets, digital cameras, cell phones and cordless power tools are usually lithium ion, nickel-cadmium, nickel metal hydride, nickel-zinc or small sealed lead batteries. Combine a rechargeable battery's toxic metals and lithium ion with hot temperatures and a fire can start! Never put a rechargeable battery in a Blue Barrel or trash – recycle them as hazardous waste at Batteries Plus, Home Depot, and other sites. Always check to see if facilities are open and if they are accepting rechargeable batteries.

**Tip:** Be safe! Remove batteries from cell phones and laptops before you give, throw away or recycle the device.

## PIMA COUNTY WASTEWATER RECLAMATION

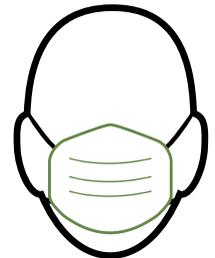
# We are all in this together.



Keep it **clean**.  
**Wash your hands!**



Be **smart**.  
**Stay 6 feet apart!**



Stop the **spread**.  
**Wear a mask!**

For more information, visit [www.pima.gov/covid19](http://www.pima.gov/covid19).



Like us on Facebook! 



Your utilities services statement includes fees for your water, environmental services, and wastewater.

**Environmental Services (ES)** (520) 791-3171 or visit [tucsonaz.gov/environmental-services](http://tucsonaz.gov/environmental-services)

**Pima County Regional Wastewater Reclamation Department (PCRWRD)** (520) 724-6609 or visit [pima.gov/wastewaterreclamation](http://pima.gov/wastewaterreclamation)