



City of Phoenix

Water Shut-Off Due to Non-Payment

What Customers Need to Know

Customers who receive a shut-off notice from the City of Phoenix should call Customer Service 24/7 at 602-262-6251 to use the automated phone system to pay the full balance due on their City Services bill. Once a customer receives a shut-off notice, they cannot use the website to make a payment.

Below are answers to frequently asked questions (FAQs) to provide additional information to customers.

Q: What should customers do if they receive a shut-off notice?

- Customers who receive a shut-off notice from the City of Phoenix should call Customer Service at 602-262-6251 to pay the balance due on their City Services bill. Customers can use the 24/7 automated phone line to pay their bill.

Q: What should customers do if they are unable to pay?

- The City of Phoenix has several financial assistance programs. Customers who cannot afford to pay their water bill should call 602-262-6251, Monday through Friday from 8 a.m. to 5 p.m., to speak to a customer service representative or visit the [Financial Assistance for Phoenix Water Customers page](#) on the phoenix.gov website.

Q: Will customers be charged late fees if their water service is placed on low-flow or shut-off?

- No. The Phoenix City Council voted to permanently stop charging late fees for single-family residential customers after water service is placed on low-flow or shut-off.

Q: When will a customer's water service be restored after it is suspended?

- If a customer pays the balance due by 4 p.m. on a regular business day, the City of Phoenix will restore water service the same day. If a customer pays their balance after 4 p.m. or on a holiday or weekend, water service will be restored the next business day.



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Q: Can customers pay their City Services bill at Chase Bank if water service has been shut-off?

- Yes. If a customer pays the balance due by 4 p.m. on a regular business day, using Chase Bank, the customer should call Customer Service at **602-262-6251** to notify staff of the payment. Once staff has been notified, the City of Phoenix will restore water service the same day. If a customer pays their balance after 4 p.m. or on a holiday or weekend, water service will be restored the next business day.

Q: Can customers go back on a low-flow device after their water service has been completely shut-off?

- No. Once a customer's water service goes from low-flow to shut-off, they must pay the full balance due for water service to be restored.