

PHXWATERSMART

HOW TO START WATER SERVICE IN THE CITY OF PHOENIX

OWNERS

Per Phoenix City Code 37-85, only customers listed as the designated property owner at the Maricopa County Assessor's Office can initiate water service at the specific address. You must submit a deed or estimated or final settlement statement for proof of ownership. Purchase contracts, walkthroughs, addendums are not acceptable forms of ownership transfer.



DOCUMENTS NEEDED

Deed or Estimated/Final

OWNERS WHO RENT TO TENANTS

Residential rental property is defined as property that is used solely as leased or rented property for residential purposes (A.R.S. § 33-1901). Residential rental property must be registered with the County Assessor according to Arizona law (A.R.S. § 33-1902). The intent of this law is to maintain an accurate record of rental properties so that towns, cities and the county can enforce laws about slums and blight in rental properties.



REGISTRATIONS NEEDED

Currently registered as a rental at Maricopa County Assessor



PROPERTY MANAGERS

Per Phoenix City Code 37-85, only customers listed as the property owner at the Maricopa County Assessor's Office can initiate water service at the specific address. With a valid PMA (A.R.S. § 32-2173), you may start service on behalf the owner. *If listed as Agent on MCA, you may initiate service on behalf of the owner. Property must be a rental on MCA.



DOCUMENTS NEEDED

**Property Management Agreement
*Letter of Authorization**



REGISTRATIONS NEEDED

***May be currently registered as agent for property Maricopa County Assessor in lieu of PMA.**

RENTERS

To start service, tenants must submit a fully executed minimum 6-month lease for the property as long as the lease is signed by the property owner as landlord or property manager.

*If there is no current Property Management Agreement for this property, property management company, and agent, one will need to be submitted with the lease.



DOCUMENTS NEEDED

Lease and *Property Management Agreement

3RD PARTY PAYMENT PROCESSORS

Third party processors cannot start, stop, or transfer service in their name. Third party processors cannot request to be a primary account holder online. Primary account owners can share read or payment access with the processor in order to facilitate utility payments.



DOCUMENTS NEEDED

Letter of Authorization

FAQ'S



[PAYONLINE.PHOENIX.GOV](https://payonline.phoenix.gov)

Many questions are answered in our easy to use FAQ's. Look in the top navigation.

