

SERVICE STATEMENT

The City's Finance department provides internal and external customer support. In addition to utility billing, the following are managed by finance: cash management, payroll, accounts payable, wastewater and sanitation, animal licenses, and business licenses.

PAPERLESS BILLING

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MISSION

The City's Finance department provides internal and external customer support. In addition to utility billing, the following are managed by finance: cash management, payroll, accounts payable, wastewater and sanitation, animal licenses, and business licenses.

The Finance Department's Services include:

- To provide timely, accurate, relevant, and accessible financial data, services, analysis, and guidance for all City departments.
- To provide accounting services including payroll, accounts payable, special assessments, accounts receivable and financial reporting.
- To provide annual budget revenue analysis, budget reviews, forecasting, and financial studies.
- Responsible for debt management, banking services, and investment management.
- To provide a positive work environment that encourages teamwork, initiative and personal development.



City of
Casa Grande

FINANCE

*6 Ways to Pay Your
City Utility Bill*

510 E. Florence Blvd, Bldg. B
Casa Grande, AZ 85122
(520) 421-8601
accountinfo@casagrandeaz.gov





6 WAYS TO PAY YOUR CITY UTILITY BILL

1. OVER THE PHONE

Payments can be made using a Visa/MasterCard/Discover by contacting our bi-lingual 24/7 Interactive Voice Response System 1-855-748-1071. Please have the account number, account owner's name, and service address information available for verification.

2. ONLINE BILL PAY

Pay your bill online. You can follow the 'Pay Your Bill' link from the City's [website](#). If you have not already registered to pay your bill online, follow the, 'sign up now' link. You will be asked to create a user ID and connect your account number to your profile. Please contact our vendor's bi-lingual 24/7 Call Center number 1-800-420-1663 or email inquiries to customercare@paymentus.com for questions or concerns regarding online account set up.

3. AUTODRAFT AUTOMATIC DEDUCTION

Payments can automatically be deducted from your checking account using our Autodraft system. Payments are deducted on or around the 20th of each month for Sewer/Trash and Water accounts. To be eligible to use Autodraft, your account must be paid up to date.

To start taking advantage of the convenience of automatic payments, obtain an Autodraft form [online](#). Please fill out the form, attach a voided check and mail or fax to the Finance Department:

Mail form to:

CITY OF CASA GRANDE
ATTN: FINANCE/AUTODRAFT
510 E FLORENCE BLVD
CASA GRANDE AZ 85122

OR Fax form to:

520-421-8603

4. PERSONAL ONLINE BANKING

Pay your bills online through your personal financial institution (bank or credit union). Please ensure you note the correct account number in the field provided for this information. Allow five (5) business days from the date you request the transaction to take place at your personal bank before it is reflected on your city account.

5. USPS MAIL

Bills sent out to all customers contain a coupon section to be torn / cut off. Return this section with your payment of check or money order to the preprinted address using the provided return envelope.

CITY OF CASA GRANDE
PO BOX 846791
LOS ANGELES, CA 90084-6791

The checks are sent to a secure lockbox facility where they are deposited directly into the bank and applied to your City account within one business day of being processed by the bank.

6. DROP BOX

The City's drop box is conveniently located in the parking lot next to City Hall Building B (Finance) at 510 E. Florence Blvd. The parking lot can be accessed from Florence Blvd. Please, no cash or credit card information. We accept checks or money orders only.

