



## Monte Vista Utility Information

Trash, Water and Sewer services are provided by the City of Mesa and is billed to residents by Monte Vista. We follow all City of Mesa billing regulations to include billing in arrears.

**Water** - meter is read on the 10th day of each month and is billed based on consumption the following month. Individual site meters are electronically monitored to ensure consistent and accurate meter reads. Service suspension is not available, and a minimum charge will apply each month.

**Sewer** - Service suspension is not available, and a minimum charge will apply each month. Sewer rates are determined by the City of Mesa and are calculated based on your average usage of water in the winter. New residents will be charged a park average until they have set a personal winter water usage on their specific site.

**Trash** - billing cycle is calendar month; furlough of trash collection is permitted (see below) by submitting a form to the office. Proration for a partial month of service is not permitted. Trash is billed by calendar month; the entire month is charged by the City of Mesa even if collected only one time. Trash service is required for any occupied unit (includes short term overnight stays). Access badges are deactivated when trash service is furloughed. Trash barrels are the responsibility of the resident, Monte Vista suggests residents secure trash barrels so they are not utilized without your permission by others. Trash inspections will occur from time to time, sites with trash that is placed out for collection while on furlough will have the trash charge retroactively reinstated to the beginning of the month trash was put out for collection. Residents will not be notified by management and repeat offenders may lose the ability to furlough trash in the future.

Overview of how utilities are billed in arrears.

Utilities are billed after the service is provided, i.e., June service is billed in July. Residents will not have an expense for utilities during your first month of occupancy, but you will have one for the month after you move out.

**Third Party Utilities** that are not managed or billed by Monte Vista. We will be happy to assist residents with these utilities, however, please note that Monte Vista is not involved with the billing, service, or infrastructure of these utilities.

- Electricity is provided by SRP
- Telephone, Television, and Internet available through Century Link
- Wireless Internet is available through Jabba
- Cable television - no providers available