

Customer Assistance Program Update

December 16, 2025





Program Overview

Council Direction & Dual Mission

- Developed collaboratively by Water Services and Customer Service teams following water rate study
- Provide financial assistance to qualifying customers
- Create community donation mechanism
- Simple qualification process workable in billing system
- \$10 monthly bill credit for one year with annual recertification
- Program available to residential customers only



Eligibility & Qualifying Programs

Documentation Required

- Proof of current enrollment in government assistance program
- Customer name must appear on both municipal account and program documentation
- Recertification required after one year
- Benefits follow customer to new address within City

Accepted Programs

- SNAP (Supplemental Nutrition Assistance Program)
- LIHEAP (Low Income Home Energy Assistance)
- Medicaid/AHCCCS
- Section 8/Housing Choice Voucher
- SSI (Supplemental Security Income)
- Coconino County utility assistance
- Additional programs at or below 130% FPL may qualify



Community Support

One-Time Donations

- Available through City website payment page
- Anyone can contribute to support neighbors in need
- Contributions pooled and allocated to qualifying customers

Recurring Donations

- Add to monthly municipal bills
- 70% of customers are on paperless billing
- 60% use autopay
- Contact Customer Service to enroll or discontinue



Website Navigation



Create a Website Account - Manage notification subscriptions, save form progress and more.

CITY OF FLAGSTAFF GOVERNMENT RESIDENTS BUSINESS EXPLORE

Home » Government » Divisions » Management Services » Customer Service » Paying Your Bill

Paying Your Bill

- Pay Online
- Start Service
- Stop Service
- Account Login
- Other Payment Options
- Payment Assistance**

Contact Us
 Customer Service
[Email Customer Service](#)
 Physical Address
 211 W Aspen Ave
 Flagstaff, 86001
 Phone (928) 213-2231
 Hours:
 Monday-Friday 8:00AM-4:30PM
 Payment self service:
 888-871-0725
[Directory](#)

www.flagstaff.az.gov/billpay

ions, save form progress and more.

GOVERNMENT RESIDENTS BUSINESS EXPLORE

Home » Government » Divisions » Management Services » Customer Service » Paying Your Bill » Payment Assistance

Payment Assistance

Need Help with Your Municipal Bill?
 ¿Necesita ayuda con su factura de servicios públicos?
 Qualifying residents may receive a \$10 monthly bill credit.
 Los residentes que califiquen podrían recibir un crédito mensual de \$10.

Help a Neighbor in Need
 Ayude a un vecino que lo necesita
 Sign up for a one-time or recurring donation on your City municipal bill.
 Regístrese para hacer una donación única o recurrente en su factura de servicios municipales.

flagstaff.az.gov/4590/Payment-Assistance 928-213-2231

Customer Assistance Program

Our community-supported program helps neighbors in need with their Municipal bills. Donations from caring community members directly support fellow residents facing financial hardship.

- Donate to Help**
[Make a donation to support neighbors in need with their Municipal bills](#)
- Apply for Assistance**
[Submit an application if you need help with your Municipal bills](#)

Contact Us
 Customer Service
[Email Customer Service](#)
 Physical Address
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 Phone (928) 213-2231
 Hours:
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 Payment self service:
 888-871-0725



Online Tools



Want to be reminded later? [Click here.](#)

Dear [REDACTED]

City of Flagstaff
Your bill is ready to view online

VIEW & PAY YOUR BILL

Go Paperless!
Save trees and get your bills faster!
Sign up for paperless billing in your online portal - it's quick and easy.

SIGN UP FOR PAPERLESS

Need Payment Assistance?
We are committed to assisting our residents who are experiencing financial hardship. **Payment plans are available.**

EXPLORE ASSISTANCE OPTIONS

Help A Neighbor in Need
Donate to our new customer assistance program. Contributions go to qualifying residents who need a little help paying their bill.

DONATE NOW

E-bill Notification 

Account Information

Account Number:
[REDACTED]

Invoice Number:
[REDACTED]

Invoice Due Date:
12/22/2025

Balance Due:
\$150.67

Donation Page



Assistance Application



Residential Municipal Account Assistance Application



Applicant Information

Program eligibility limited to City of Flagstaff residential customers. You must upload a document from the list below affirming your eligibility status. Your name must be on the document and the municipal account. Approved customers receive a \$10 monthly credit on their water, sewer, and trash bill for one year. Please find full program information [here](#).

First Name *

MI Last Name *

Address 1 *

Address 2

City *

Phone Number *

Email Address *

ST * Zip Code * Plus 4

Eligibility Information

A variety of programs are accepted to provide proof of eligibility for our assistance program. Upload ONE of the following:

Most Commonly Accepted Documents

1. SNAP/School Lunch Program Participation: EBT card + benefit letter or School district approval for household
2. LIHEAP: Current season approval letter
3. Medicaid/AHCCCS: Current ID card (both sides)
4. Section 8: Housing authority participation letter
5. SSI: Social Security award letter

Other programs may be accepted. Please contact us with questions on program eligibility. Email: solutions@flagstaffaz.gov or 928-213-2231

Eligibility Documentation (0)

Please use the Browse button below. Multiple attachments allowed.*

Browse

I declare that all information provided in this application is true and accurate to the best of my knowledge. I understand that false or misleading information may result in denial of this application or revocation of any approval granted.*

Submit



Contact Us

[Return to previous page](#)

Customer Assistance Program

Please enter your information into the fields below and click Confirm Your Information.
[Click for more information.](#)

One Time Donation Amount (Min \$5) *

Recurring Donation? Yes/No

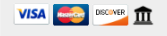
Name

Phone Number

Email Address

City Account Number

Confirm Your Information



Need Help?

You may reach us at (928) 213-2231.

You may email your questions to solutions@flagstaffaz.gov.

[Email Us](#)

If you need guidance on how to register please click the link below for a short video that walks you through the process.

[How to Register your account](#)



Implementation & Outreach

Program Status

- Soft launch in early November 2025
- Applications processed within one business day
- Creative services design- coming soon!
- Bill inserts to reach full customer base
- Promote both enrollment and donation opportunities
- Spanish and English materials



Sustainability & Next Steps

Financial Model & Monitoring

- Pilot program funded primarily through community donations
- City funding not guaranteed
- Monitor donation revenue vs. program enrollment
- First-come, first-served basis if participation limits needed
- City reserves right to discontinue program based on available resources



Questions?