

How to read your new Santa Fe Utilities Bill

Page One

Account Info.

Your service address and account details

Spending

Graph shows % you spend by Service type

Messages

News about events, policies, or your account

Status

Balances and Total Due.

Amounts Color-keyed blocks show amounts due for each Service type

Contacts -- Scan to pay right now, or reach us by web, email, or phone

Santa Fe City Utilities
(505) 955-4333
<http://www.santafenm.gov>
Utility Services Statement

Bill Date	Due Date	Prev. Bal.	Payments	Amount Due
04/06/2017	05/01/2017	\$74.22	\$74.22 Thank you!	\$80.13

Water \$41.69
Sewer \$21.90
Refuse \$16.54

Balance Fwd. \$0.00
Amount Due \$80.13

SANTA FE CUSTOMER
201 EJEMPLO ST
Account # 00000000
Customer # 00000000

Amount Due
\$80.13

A new online app called EyeOnWater allows customers to better control their own water usage on their phone, tablet, or computer. Go to <https://eyeonwater.com/signup> enter your zip code and select City of Santa Fe then enter your account # - do not enter any leading zeros.

Contact us:
web: http://santafenm.gov/customer_service_and_utility_billing
email: utilitycustomerservice@santafenm.gov

Automated Utility Payment and Account Information: (505) 955-6100
Pay online at <http://ecom.utilities.ci.santa-fe.nm.us>

Office: 801 W San Mateo Road,
Santa Fe, NM 87505
Hours: Weekdays 8:00am - 4:30pm

Customer Service: (505) 955-4333
Fax: (505) 955-4363
Refuse & Recycling: (505) 955-2200
Sewer: (505) 955-4650

Scan to pay now

Please tear here and return with your payment.

City of Santa Fe, NM
Utility Service Division
PO Box 5439
Santa Fe NM 87504-5439

Service Period	Due Date	Account Number
03/09/17-04/06/17	05/01/2017	00000000

River Fund
<http://santafenm.gov/riverfund>

Amount Due \$80.13
Amount Paid

SANTA FE CUSTOMER
201 EJEMPLO ST
SANTA FE NM 87505

00000008013000000001

Please make check payable to City of Santa Fe:

CITY OF SANTA FE NM
UTILITY SERVICE DIVISION
PO BOX 5439
SANTA FE NM 87502-5439

Coupon To pay by mail, just return the tear-off coupon with your payment

Page Two



Santa Fe City Utilities
(505) 955-4333
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Utility Services Statement

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Customer SANTA FE CUSTOMER
Account 00000000
Billing Period 03/09/17-04/06/17
Service Addr. # 00000000
Service Address 201 EJEMPLO ST

Billing Summary

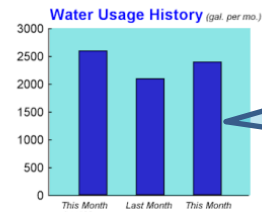
Meter#	Billing Days	Current Reading		Prior Reading		Usage (Gallons)
		Date	Amount	Date	Amount	
000000	31	03/20/17	877	02/17/17	853	2,400

Water - Residential	
Consumption Base Rate NI	\$15.27
Res Conservation Fee 5/8"	\$4.00
Water Quality Fee	\$0.08
5/8" Residential Service Chg	\$19.34
Stormwater Service Charge	\$3.00
Service Total Including Tax	\$41.69

Sewer Res Service Charge	
Sewer Res Variable Charge	\$14.72
Service Total Including Tax	\$21.90

Resident SW Curbside Pickup	
Service Total Including Tax	\$16.54

Total New Charges	\$80.13
Previous Balance	\$74.22
Payments	\$74.22CR
Adjustments	\$0.00
Total Amount Due on 05/01/2017	\$80.13



Meter Info.

shows readings and read dates

Water Use graph

shows current water use compared to prior months

Summary

shows itemized charges by Service

Irrigation Months: May 1 thru August 31 the first 10,000 gallons will be billed at the first tier rate; consumption above 10,000 gallons will be billed at the second tier rate.

NI Non-Irrigation Months: September 1 thru April 30 the first 7,000 gallons will be billed at the first tier rate; consumption above 7,000 gallons will be billed at the second tier rate.

Service Fees:

Reconnection for Nonpayment	
8 am to 4 pm	\$25.00
After 4 pm	\$100.00
NSF (Returned) Check Fee	\$15.00
Tampering Fee (1st occurrence)	\$200.00
Each occurrence thereafter	\$400.00

Past Due accounts will be assessed a finance charge of 1.5% of any past due balance.

Please contact Customer Service (505) 955-4333 at least five (5) working days in advance of your lease end date. New leases will be processed as of the date Customer Service receives them.

Background

Helpful information about codes, policies and fees