

Property Owner & Tenant Account Information

Rates and other information: The ordinances and utility rates of Santa Fe Utility Billing, Environmental Services, Wastewater, and Water Divisions are on file and available for public inspection at our offices located at 801 W San Mateo Rd.; at City Hall, 200 Lincoln Ave.; and on our website on the division pages at https://www.santafenm.gov/public_utilities

| Utility Services Fees & Penalties | |
|---|----------------|
| New Service Connections and Account Transfers | \$25.00 + tax |
| Inaccessible Meters and Rereads | \$25.00 + tax |
| Meter Test and Meter Replacement | \$125.00 + tax |
| Removing a Meter | \$50.00 + tax |
| Reconnection Penalty for Non-Payment must be paid before reconnection | |
| <i>Between 8:30 am-3:30 pm</i> | \$25.00 + tax |
| <i>After 3:30 pm and weekends</i> | \$100.00 + tax |
| Returned Check | \$35.00 |

Contact Customer Service for a full list of fees and penalties.

Property Owners: Property Owners must provide proof of property ownership with each new tenant Release of Liability application. This may be a Warranty Deed or property tax bill.

Property Managers: Property Managers must provide their contact information, including phone number, email address and mailing address. Also required is a copy of their agreement with the property owner.

Past Due Charges and Penalty: Past due balances will be assessed a monthly finance charge.**Right of Access:** The City of Santa Fe is authorized to enter private property for the purposes of inspecting, maintaining, testing, reading, changing, installing, and removing its meters. (Municipal Code §25-1.6B)

It is the customer's responsibility to ensure **clear access to the water meter**. Meter cans must be clear of obstructions such as vegetation, vehicles, dirt, large objects and trash. Obstructed meters may result in an Inaccessible Meter and Reread penalty charge. Only Authorized City of Santa Fe Personnel are permitted to open meter cans.

Deposits: Deposits are required for all tenants. Interest is not paid on deposits. Deposit refunds and final bills are sent to a tenant's forwarding address if provided. If no forwarding address is provided the City will hold all deposit funds remaining after paying the final bill pursuant to NMSA 1978 § 7-8A-5.

Billing Disputes: If a customer disputes a Utility Billing Division decision, they must follow the process set forth in Dispute Resolution Policy 2.0.0 and Municipal Code § 15-1.8 Disputes; Appeals. If not satisfied with the decision, the customer may submit a written appeal pursuant to § 15-1.8, with a non-refundable hearing fee pursuant to Division Appeals Policy 3.0.0.

Tenant Balances: If a tenant has an outstanding balance for any utility service at a previous address, an account will not be

transferred until the balance is paid in full. Tenants are not eligible for payment arrangements.

Please Note:

1. Property owners' balance must be paid.
2. A request to transfer services will be denied after two (2) instances of a tenant leaving and failing to pay amounts due on the account.
3. Charges for utility services (water, sewer, refuse and fire hydrant service meter) are ultimately the responsibility of the property owner.
4. Tenants must inform Customer Service of a new mailing address to avoid an overdue balance and finance charges.
5. The Utility Billing Division does not offer property owner standby privileges.
6. Customers must comply with all Public Utilities Department policies and Municipal Codes § 13 Stormwater, § 15-1 Utility Billing, §21 Environmental Services, § Sewers and § 25 Water.

City Programs: The City of Santa Fe offers Low Income and Vacancy credits. Contact Customer Service for more information.

Paymentus – allows customers to review and pay their bills online. Visit <https://ipn2.paymentus.com/cp/SFUP> to sign up.

EyeOnWater – Customers must monitor their water consumption and set up alerts to notify them when consumption is higher than usual. *Use this tool to prevent surprise high bills, help Santa Fe conserve this precious resource and be eligible for water leak adjustments.* <https://santafenm.eyeonwater.com/>

Santa Fe River Fund - This fund is used for projects that improve the flow in the Santa Fe River in ways that enhance the river's ecosystems and its riverbank channel. make a donation please call our Cashiers office at 505-955-4350, or visit https://www.santafenm.gov/santa_fe_river_fund_donation

Rebates – Contact the Water Division's Conversation office for rebate information. 505-955-4225

https://www.santafenm.gov/water_conservation

Contact Information:

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| Customer Service & Collections | 505-955-4333 |
| Environmental Services (refuse, recycle) | 505-955-2200 |
| Wastewater | 505-955-4650 |
| Water Conservation | 505-955-4225 |
| To report Water Violations | 505-955-4222 |
| To report <u>water emergencies only</u> after hours, on holidays and on weekends | 505-955-4300 |
| To report <u>sewer emergencies only</u> after hours, on holidays and on weekends | 505-955-4666 |

The City of Santa Fe grants the ability to transfer financial obligation for utility services as a privilege to its customers.

Property owners are encouraged to meet requirements in order to prevent discontinuance of this privilege.