

# How to read your new Santa Fe Utilities Bill

Page One



**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 <i>Thank you!</i>	<b>\$80.13</b>

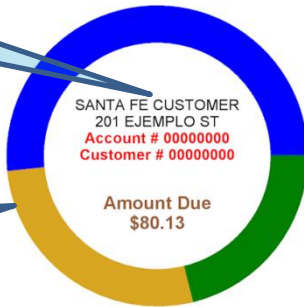


## Status

Balances and Total Due.

## Account Info.




Your service address and account details



## Spending

Graph shows % you spend by Service type

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

 Water <b>\$41.69</b>	 Sewer <b>\$21.90</b>	 Refuse <b>\$16.54</b>
Balance Fwd. \$0.00		Amount Due <b>\$80.13</b>

## Messages

News about events, policies, or your account

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](http://santafenm.gov/customer_service_and_utility_billing)  
 email: [utilitycustomerservice@santafenm.gov](mailto: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) 955-4333  
 Refuse & Recycling: (505) 955-2200  
 Sewer: (505) 955-4650



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

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
<b>River Fund</b>	Amount Due	Amount Paid
	<b>\$80.13</b>	



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

00000008013000000001

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

SANTA FE CUSTOMER  
 201 EJEMPLO ST  
 SANTA FE NM 87505



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

p. 2/2

**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



<b>Water - Residential</b>		
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
<b>Service Total Including Tax</b>		<b>\$41.69</b>

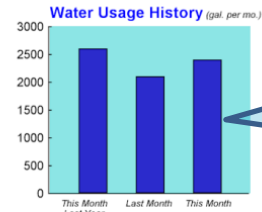


Sewer Res Service Charge		\$7.18
Sewer Res Variable Charge		\$14.72
<b>Service Total Including Tax</b>		<b>\$21.90</b>



Resident SW Curbside Pickup		\$16.54
<b>Service Total Including Tax</b>		<b>\$16.54</b>

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



**Meter Info.**  
 shows readings and read dates

**Water Use** graph shows current water use compared to prior months

**Summary**  
 shows itemized charges by Service

**I 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