

How to read your new Santa Fe Utilities Bill

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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>	\$80.13

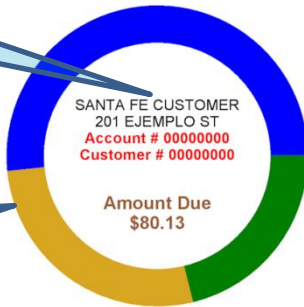


Status

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 \$41.69	 Sewer \$21.90	 Refuse \$16.54
Balance Fwd. \$0.00		Amount Due \$80.13

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
 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) 955-4333
 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
River Fund	Amount Due	Amount Paid
	\$80.13	



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



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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

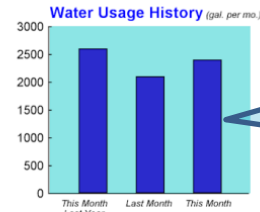


Sewer Res Service Charge		\$7.18
Sewer Res Variable Charge		\$14.72
Service Total Including Tax		\$21.90



Resident SW Curbside Pickup		\$16.54
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

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