



City of Santa Fe

801 W SAN MATEO - SANTA FE, NM 87505

CUSTOMER SERVICE (505) 955-4333/FAX (505) 955-4363

utilitycustomerservice@santafenm.gov



City of Santa Fe

Release of Liability & Application for Service

Owner's Name: _____ Service Address: _____

Mailing Address: _____ Phone#: _____

Email: _____ Account# _____

Please acknowledge by initialing:

The balance will need to be paid in full on owner account before transfer of service can happen. (Must have a zero balance.)

If delinquent and service has been disconnected for 10 days, the service will automatically revert back to landlord.

Property Manager must provide current property management agreement.

TENANT'S INFORMATION

Primary Tenant _____ Social Security# _____

Secondary Tenant _____ Social Security# _____

Mailing Address _____

E-Mail Address _____ Phone# _____

Driver's License No. _____ DOB _____

Previous Address _____

I agree to comply with the rules and regulations as established by the City of Santa Fe as a condition of service including the terms as stated on the reverse of this application. I swear or affirm under penalties provided by law that the information on this application is true and correct.

Legal Property Owner's Signature

Date

Tenant's Signature

Date

City use only

Account Number	AB#	SA#	Deposit	Set Up By

Rates and other information: The ordinances and rates of the Santa Fe Utility Billing, Waste Water, Solid Waste 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 at www.santafenm.gov

Service Fees:

Transfer Fee	\$25.00
Meter Reread	\$25.00
Meter Test	\$125.00

Reconnection for Non-Payment

During Working Hours	\$25.00
After Working Hours	\$100.00
Lien Filing (per Utility)	\$30.00
Theft of Service/Tampering	
*1 st Offense	\$200.00
*2 nd Offense or more	\$400.00
Returned Check Fee	\$15.00

Additional charges may also apply to the services listed above, including Gross Receipts Tax.

Past Due Charges and Fees: Past due accounts will be assessed a Finance Charge of 1.5% per month.

Termination of Service: Please contact Customer Service at least five (5) business days in advance of your move in order to discontinue service. If you fail to notify us, service will continue to be billed under your name and you will be held responsible as the customer of record.

Right of Access: The City of Santa Fe is authorized to enter on private premises for the purposes of inspecting, maintaining, testing, reading, changing, installing, or removing its meters.
(City Code 25-1.6B)

City Programs: If you feel the following programs may apply to you, please contact Customer Service for information on our Low-Income, Vacancy Credit, Eye on Water, or Water Conservation programs or you can visit us at our website, www.utilitycustomerservice@santafenm.gov

Contact Information

Customer Service	(505) 955-4333
Solid Waste	(505) 955-2200
Waste Water	(505) 955-4650
Water Conservation	(505) 955-4225
Water Violations	(505) 955-4222

To report *water emergencies only*
After Hours, holidays and weekends
(505) 955-4300

To report *sewer emergencies only*
After Hours, holidays and weekends
(505) 955-4666

Additional Information

Deposits are required for all tenants. Interest is not paid on deposits. Refunds will not be made until the utility account is closed. It is agreed that if the tenant has an outstanding balance for any utility service at a previous address, utility service may not be initiated until the balance is paid in full or other arrangements for payment have been made.

Billing Disputes: If you are disputing your utility bill, payment arrangements or discontinuance of service, please contact Customer Service to discuss. If you are not satisfied with your response, you may submit a written appeal to the Utility Billing Division Director and provide a Non Refundable Hearing Fee of \$100.00.

It is the customer's responsibility to ensure *clear access to the water meter*. Meter cans must be cleared of obstructions such as vegetation, vehicles, dirt, large objects and trash. Obstructed meters may be charged a Meter Reread charge. Only Authorized City of Santa Fe Personnel are permitted to open meter can. Any unauthorized entry of the meter can, will be assessed a \$200.00 tampering fee.