



City of Santa Fe
NEWS RELEASE

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City of Santa Fe Public Utilities/Utility Billing Division Offers Customers with Past Due Balances on Refuse and Sewer Accounts an Opportunity to Waive Finance Charges

Santa Fe, NM – The City of Santa Fe has a vigorous process for collecting past due balances. The Utility Billing Division is in the process of collecting past due utility accounts that do not have active water services due to disconnection for non-payment or because the property has a well.

Currently there are 25 accounts owing \$5,000 or more for refuse and sewer services totaling \$511,681.

The City of Santa Fe's Public Utilities Billing division has been approved by the City Council to waive finance charges on delinquent utility accounts for customers who fully pay their past due accounts, or for those who establish active payment arrangements.

The Utility Billing Division is committed to working with customers in bringing their accounts current.

In January, they will begin turning over these past due accounts to the City Attorney's Office. Once legal proceedings are initiated, the opportunity to have finance charges waived ends. Customers with past due utility accounts are encouraged to contact the Utility Billing Division in order to avoid legal action, including foreclosure.

Customers should contact the Utility Billing Division prior to January 1, 2019 by calling 505-955-4333, Option 2, to discuss resolving their past due accounts.

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