



City of Santa Fe

Public Utilities Department - Utility Billing Division

801 W San Mateo – Santa Fe, NM 87505

Customer Service (505) 955-4333 / Fax (505) 955-4363

utilitycustomerservice@santafenm.gov

New Owner Account Transfer Form

Please read the reverse side of this form before completing. **Illegible and or incomplete forms will not be processed.**
If you need assistance with this form, please contact Customer Service.

Documents must be attached: Warranty Deed or Corrected Warranty Deed with file date.

Buyer must attach the Settlement Agreement if there is no Warranty Deed.

Date: _____ *Buyers are responsible for ensuring this form is completed when submitted.*

Title _____ Closing or
Company: _____ Purchase Date: _____
Contact _____
Person: _____ Phone No.: _____
Email _____
Address: _____

Buyer Name(s): _____

Buyer Signature(s): _____

Receive Mail at New Address? Yes No Mail to: _____

SSN _____ Dr. License / State ID No.: _____ Paperless Billing? Yes
ITIN: _____
Email Address: _____ Phone No.: _____ No

The amount collected for water does NOT include the final water bill. Seller agrees to promptly pay final water bill.

Seller Name(s): _____

Seller Signature(s): _____

Property Address: _____

Forwarding Address: _____

Phone No.: _____

New Owner 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 Service Fees & Penalties

New Service Connections and Account Transfers	\$25.00 + tax
Inaccessible Meters and Rereads <i>and for Home Owner's Associations</i>	\$25.00 + tax \$100.00 + tax
Meter Test and Meter Replacement	\$125.00 + tax
Reconnection fee 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
Lien Filing (per utility)	\$30.00
Theft & Tampering <i>1st Offense</i>	\$200.00
<i>2nd Offense or more</i>	\$400.00
Returned Check	\$35.00

Contact Customer Service for a full list of fees and penalties. Fees and penalties amounts are subject to change.

Contact Information:

Customer Service & Collections	505-955-4333
Environmental Services (refuse, recycling)	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

Past Due Charges and Fees: Past due balances will be assessed a monthly finance charge.

Municipal Codes: 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.

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 a penalty(ies). Only Authorized City of Santa Fe personnel are permitted to open meter cans. Contact Customer Service in the event of an emergency.

Billing Disputes: If a customer disputes a Utility Billing Division decision, they must follow the process set forth in Dispute Resolution Policy 2.0 and Municipal Code § 15-1.8 Disputes; Appeals. If not satisfied with the decision, the customer may submit a formal written appeal pursuant to Division Appeals Policy 3.0 and § 15-1.8.

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 on-line. Visit <https://ipn2.paymentus.com/cp/SFUP> to sign up.

EyeOnWater – This tool allows customers to 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 maintain eligibility 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. To make a donation all our Cashiers office at 505-955-4350, or visit https://www.santafenm.gov/santa_fe_river_fund_donation.

Rebates – Contact the Water Division's Water Conservation office (505) 955-4225 for rebate information. https://www.santafenm.gov/water_conservation

Acceptance and use of utility services constitutes agreement to comply with and acceptance of all applicable terms, conditions, Division policies and City of Santa Fe ordinances.