



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

Please submit this form within 5 days of tenant move-in to avoid transfer delays.

Release of Liability & Utility Services Application

Please read the reverse side of this application before completing. Please print. **Incomplete and or unsigned applications will not be accepted.** If you need assistance with this application, please contact Customer Service.

PROPERTY OWNER INFORMATION

Property Management Agreement and contact information is **required** if property is rented through a management company.

Owner's Name: _____ Account No.: _____
Email: _____ Phone No.: _____
Service Address: _____

- Would you like to have water turned off upon tenant move-out? Yes No
- Would you like to receive duplicate bills? Yes No

ACKNOWLEDGE THE FOLLOWING WITH YOUR INITIALS.

- _____ • The owner's account must have a zero balance before services transfer of utility services.
- _____ • Services will revert to the property owner if an account becomes delinquent and water is disconnected for 10 days. An account transfer fee will be charged to the owner.
- _____ • Services will revert to the property owner upon tenant move-out. An account transfer fee will be charged to the owner.

TENANT INFORMATION

ACKNOWLEDGE THE FOLLOWING WITH YOUR INITIALS.

- _____ • I understand I will be charged an account transfer fee.

Primary Tenant: _____ SSN/ITIN: _____
Secondary Tenant: _____ SSN/ITIN: _____
Mailing Address: _____
Email Address: _____ Phone No.: _____
Primary Tenant's Drivers License No.: _____ DOB: _____
Previous Address: _____

We agree to comply with the rules and regulations established by the City of Santa Fe as a condition of property owner release of utility services liability and of tenant acceptance of utility services liability, including the terms as stated on the reverse of this application. **WE** swear or affirm under penalties provided by law that the information on this application is true and correct.

Property Owner Signature: _____ Primary Tenant Signature: _____
Property Mgmt. Co.: _____ Contact Name: _____
Email: _____ Phone No. _____ Date _____

SUBMIT FORM BY CLICKING ON OVAL BUTTON 

Property Owner & Tenant Account Information

Rates and other information: The ordinances and utility service fees and rates of the City of Santa Fe are on file and available for public inspection at our offices located at 801 W San Mateo Rd and on our website on the division pages at https://www.santafenm.gov/public_utilities.

Utility Services Fees & Penalties

New Service Connections and all Account Transfers	\$25.00 + tax
Inaccessible Meters and Rereads (for Homeowners Associations)	\$25.00 + tax \$100.00 + tax
Meter Test and Meter Replacement	\$125.00 + tax
Removing a Meter	\$50.00 + tax
Reconnection Penalty 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
Returned Check	\$35.00

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

Property Owners: Property owners must provide proof of property ownership with each new Release of Liability application. This may be a Warranty Deed or property tax bill.

Property Managers: Property managers must provide their contact information as requested on the application and a copy of their agreement with the property owner.

Past Due Charges and Penalty: Past due balances will be assessed a finance charge of 1.5% per month.

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 an Inaccessible Meter and Reread penalty charge. Only Authorized City of Santa Fe personnel are permitted to open meter cans.

Deposits: Deposits are required for all tenants. Interest is not paid on deposits. Deposit refunds (if \$5.00 or greater) and final bills are mailed to a tenant's forwarding address if provided. If no forwarding address is provided the City will hold all deposit funds remaining after paying the final bill pursuant to NMSA 1978 § 7-8A-5.

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.

Tenant Balances: If a tenant has an outstanding balance for any utility service at a previous address, an account will not be transferred until the balance is paid in full. Tenants are not eligible for payment arrangements.

PLEASE NOTE:

1. Property owner's account must have a zero balance.
2. Charges for utility services (water, sewer, refuse, and fire hydrant service meter if applicable) are ultimately the property owner's responsibility.
3. A property owner's request to release account liability to a tenant will be denied after two (2) instances of a tenant leaving and failing to pay amounts due on the account.
4. The Utility Billing Division does not offer standby privileges. Utility services will automatically revert to the property owner when the lease expires and or a tenant moves out.
5. Tenants must inform Customer Service of a new mailing address within five (5) business days of their move-out date to avoid an overdue balance and finance charges.
6. Customers must comply with all Public Utilities Department policies and Municipal Codes § 13 Stormwater, § 15-1 Utility Billing, §21 Environmental Services, § 22 Sewers and § 25 Water.

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 call 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

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

The City of Santa Fe grants the ability to transfer financial obligation for utility services as a privilege to its customers. Property owners are encouraged to meet requirements and monitor tenant payments in order to prevent discontinuance of this privilege.