



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

Refuse Vacancy Credit Application

Businesses, Multi-family residents, and tenants are not eligible for a vacancy credit.

The agreement between the owner and the owner's representative must be attached if applicable.

APPLICANT INFORMATION: OWNER OR OWNER'S REPRESENTATIVE

Property Owner: _____ **Account No.:** _____

Email: _____ **Phone No.:** _____

Service Address: _____

Mailing Address: _____

Property Owner Representative: _____

As the service address property owner, or as representative for the owner, I certify that the property located at the service address indicated above was vacant for three (3) months beginning _____ and continued through _____. I understand that I must submit a separate application for each additional three-month vacancy.

Reason for Vacancy:

water to be turned off and acknowledge that I will pay a fee to turn water on upon re-occupancy.
water to be left on and I certify that 500 gallons or less will be use monthly.

I acknowledge with my initials the following rules pursuant to City of Santa Fe Municipal Code § 15.

- _____ This application is only for refuse and recycling service fees credit for a three-month period.
- _____ I will continue to be charged the monthly sewer abutment and variable fees.
- _____ I will continue to pay my monthly utility bill.
- _____ No retroactive credit shall be applied for a period of vacancy prior to the City's approval of the application.
- _____ Credit shall not be given for a vacancy that has a monthly consumption more than 500 gallons.
- _____ Credit shall be applied to customer's first bill of their billing cycle following approval of the application.

I have read and agree to the terms presented in this application. I affirm under penalties provided by law that the information presented by me on this application is true and correct.

Signature: _____ **Date:** _____

SUBMIT FORM BY CLICKING ON OVAL BUTTON ➡

⬅ **SUBMIT FORM BY CLICKING ON OVAL BUTTON**

Refuse Vacancy Credit Rules

Pursuant to Municipal Code § 15-1.5 E, the Utility Billing Division may apply a refuse vacancy credit to a property owner's utility services account when there is no residency at the serviced property for a minimum of three (3) consecutive months and the property owner is therefore not utilizing refuse and recycling services provided by the Environmental Services Division.

PLEASE READ CAREFULLY:

- ▶ Tenants, businesses and multi-family units are not eligible for refuse vacancy credit.
- ▶ A refuse vacancy credit is limited to a three-month period. A separate application is required for each three-month vacancy period for credit consideration, up to two (2) a year.
- ▶ An application must be submitted one month prior to the requested credit period. It must be complete and legible in order to be processed.
- ▶ The utility account balance must be current for application consideration.
- ▶ Monthly sewer abutment and variable fees continue to be assessed pursuant to Municipal Code § 22-7.1.
- ▶ Monthly utility bills must continue to be paid by the due date throughout the period of vacancy. Applicants may choose make an advance payment at the time of application.
- ▶ Applicants may choose to either have the water service turned off (and pay a reconnect fee), or to have the water service left on and certify there will be a monthly consumption of 500 gallons or less.
- ▶ Credit shall NOT BE APPLIED to the account and the application shall not be approved until the vacancy duration and the amount of water consumption has been verified.
- ▶ Credit will be applied to the applicant's first bill of their billing cycle following approval of the application.
- ▶ NO refund checks will be issued for approved account credits.
- ▶ Customers are always responsible for and must pay for the water that goes through their meters.
- ▶ Customers are responsible for ensuring clear access to the water meter or they may incur a penalty or penalties.
- ▶ Applicants providing false information will lose their account credit promptly upon the City's knowledge of having received false information, and the City shall be entitled to recover any fraudulently exempted credit and applicable interest and penalties.
- ▶ Customers must comply with Municipal Codes § 13 Stormwater, § 15 Utility Billing, §21 Environmental Services, § 22 Sewers and § 25 Water.