



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

INFORMATION REQUIRED FOR LANDLORD/TENANT

RESIDENTIAL/COMMERCIAL









TRANSFER OF SERVICE FOR REFUSE, SEWER, AND WATER

HOURS OF OPERATION

Monday- Friday - 8:00 a.m. to 4:30 p.m.

Wednesday - 8:30a.m. to 4:30p.m.(Staff Meeting)

OWNER/TENANT REQUIREMENTS:

-  A signed copy of lease agreement (Lease must be a minimum of 6 months).
-  Copy of driver's license or photo ID.
-  A completed release of liability application must be signed by landlord and tenant, (attached).
-  Transfer of mobile home services must include either title or loan documentation.
-  *Commercial* accounts will have to set up refuse services with Solid Waste *before* services are set up, 1142 Siler Road, Santa Fe, NM 87507. 505-955-2200
-  *Residential customers* will be charged a deposit equal to one and one-half (1 ½) times the highest 30 day bill from previous 12 months of service at the location.
-  *Commercial customers* will be charged a deposit equal to one (1) times the highest 30 day bill from the previous 12 months of service at the location. After six (6) months of service, a commercial customer can request that the deposit be reevaluated based on their usage.
-  A transfer fee of \$26.25 will be assessed on your first bill.

ALL FORMS MUST BE COMPLETED, SIGNED AND DATED BEFORE SERVICE IS TRANSFERRED. ALL FORMS MUST BE IN NO LATER THAN 2:30 PM FOR SAME DAY SERVICE.



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Release of Liability & Application for Service



Owner's Name: _____ Service Address: _____
Mailing Address: _____ Phone #: _____
Email: _____ Account #: _____

I acknowledge:

- ☐ I will need to provide an updated lease *before* the current lease ends or the account will automatically revert back to owner.
- ☐ The balance will need to be paid in full on owner account before transfer of service can happen. (*Must have a zero balance.*)
- ☐ If *tenant* becomes delinquent and service has been disconnected for 10 days, the service will automatically revert back to landlord.

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 _____ Date
Tenant's Signature

| 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.



New Rules

Starting and Stopping Renter Utilities

Please share with your Landlord

Effective **April 1, 2017**, new rules are in place to help landlords put utilities into a renter's name upon moving in, and end the account when the renter moves out, ensuring continuous service for water, trash and sewage. It also means the City won't have to write off dollars in unpaid and uncollected renter utility bills.

1. Two (2) forms are needed to transfer a utility service to a renter:

Tenant Lease Agreement

Release of Liability and Application for Service

The forms can be found online at:

www.santafenm.gov/customer_service_and_utility_billing **DO NOT Mail** these forms.

BRING the completed form, a photo ID, social security number or tax identification number, and date of birth to the Water Division, 801 W San Mateo.

2. After a renter lease ends, landlords must file new forms *before* the new lease start date, or the account will automatically revert to the landlord or owner name. The date the Agreement is received will be the account transfer date.
3. Month by month leases require the landlord to send a letter by the 1st of each month noting the renter lease is still valid.
4. Unpaid balances for anyone listed on the Agreement must be fully paid before transfer of service can happen.
5. If the renter account becomes delinquent, the City may cancel the Agreement and water services will be promptly disconnected. After ten (10) days, other utility services will revert to the owner.

6. The City reserves the right to deny Agreements if the renter has prior unpaid and late payment history.
7. Renter accounts must be current and in good standing and are not eligible for payment arrangements.

Renters, please share these new rules with your landlord. If you have any questions, please call customer service at (505) 955-4333, or email us at:

utilitycustomerservice@santafenm.gov

THANK YOU!