



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

Release of Liability & Utility Services Application

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

PROPERTY OWNER INFORMATION

Proof of ownership is required and if applicable, the Property Manager Agreement and contact information.

Owner's Name: _____ Account#: _____

Email: _____ Phone#: _____

Service Address: _____

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

- Would you like to have water turned off upon tenant move-out? Yes _____ No _____
- Service will automatically revert to property owner 10 days after water service has been disconnected for nonpayment. Would you like to receive duplicate bills? Yes _____ No _____

Acknowledge the following with your initials.

- ☐ The account balance must have a zero balance before transfer of utility services.
- ☐ Services will be reverted to the property owner if an account becomes delinquent and water is disconnected for 10 days.
- ☐ The current agreement between the property owner and property manager must be attached.

TENANT INFORMATION

Primary Tenant: _____ Social Security #: _____

Secondary Tenant: _____ Social Security #: _____

Mailing Address: _____

E-Mail Address: _____ Phone #: _____

Primary Tenant's Driver's License #: _____ 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 transfer 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 _____ Date _____ Tenant Signature _____ Date _____

Property Management Company _____ Contact Name _____

Email _____ Phone Number _____ Date _____

City Use Only

| Account Number | AB# | SA# | Deposit | Set Up By |
|----------------|-----|-----|---------|-----------|
| | | | | |

Property Owner & Tenant 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 Services Fees & Penalties | |
|---|----------------|
| New Service Connections and Account Transfers | \$25.00 + tax |
| Inaccessible Meters and Rereads | \$25.00 + 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 | |
| Between 8:30 am–3:30 pm | \$25.00 + tax |
| After 3:30 pm and weekends | \$100.00 + tax |
| Returned Check | \$35.00 |

Contact Customer Service for a full list of fees and penalties.

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

Property Managers: Property Managers must provide their contact information, including phone number, email address and mailing address. Also required is 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 and final bills are sent 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 2.0.0 and Municipal Code § 15-1.8 Disputes; Appeals. If not satisfied with

the resolution, the customer may submit a written appeal with a non-refundable hearing fee of \$100.00 pursuant to Division Appeals Policy 3.0.0 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 owners' balance must be paid.
2. A request to transfer services will be denied after two (2) instances of a tenant leaving and failing to pay amounts due on the account.
3. Charges for utility services (water, sewer, refuse and fire hydrant service meter) are ultimately the responsibility of the property owner.
4. Tenants must inform Customer Service of a new mailing address to avoid an overdue balance and finance charges.
5. The Utility Billing Division does not offer property owner standby privileges.
6. 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.

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.

Never be surprised by a high bill again. Customers must monitor their water consumption and set up alerts to notify them when consumption is higher than usual when they use *EyeOnWater*. Help Santa Fe conserve this precious resource. <https://santafenm.eyeonwater.com/>

Contact Information:

| | |
|--|--------------|
| Customer Service & Collections | 505-955-4333 |
| Environmental Services (refuse, recycle) | 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 in order to prevent discontinuance of this privilege.