



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

Unknown Cause of High Consumption Adjustment Application

APPLICANT INFORMATION: OWNER **OR** TENANT

Name: _____ Phone No.: _____

Email: _____ Account No.: _____

Mailing Address: _____

Service Address: _____

EXPLANATION:

MONTH APPLYING FOR: _____

Affirm understanding of and agreement to the following with your initials.

_____ I understand I am responsible for all water consumption and that if my application is approved my bill will be adjusted to reflect the current irrigation season's water rate for the water consumed.

_____ I have never received an adjustment for high consumption due to an unknown cause.

_____ I agree to any investigation the Utility Billing Division deems necessary to confirm or verify the circumstances associated with this incident of unknown cause of high water consumption.

_____ I affirm that I have **no reason to believe** that this high consumption was due to a leak, increased usage, a faucet or hose inadvertently left on, filling of a pool or hot-tub, increased landscape watering, increased number of persons in the home, children or neighbors using water, construction usage, or any other known or reasonably predictable reason.

_____ I understand that this adjustment, if approved, will disqualify me from any future adjustment due to an unknown cause of high consumption for the duration of the account.

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

Signature: _____ Date: _____

CLICK ON OVAL BUTTON TO SUBMIT

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Unknown Cause of High Consumption Adjustment Rules

The City of Santa Fe's Public Utilities Department, Utility Billing Division will consider adjusting customer utility services accounts when a customer experiences higher water consumption than usual due to an unknown cause; there has been no increased usage, a leak cannot be found, and there is no reason to suspect theft of water or vandalism.

PLEASE READ CAREFULLY

- ONLY ONE adjustment for an Unknown Cause of High Consumption for the life of the account, or for as long as the current owner owns the property, will be allowable.
- An account adjustment is limited to one (1) monthly billing period.
- The customer is responsible for all water consumption, and in the case of an adjustment approval, the customer will pay for the water consumed at the lowest rate applicable for the current irrigation season.
- The customer must make a payment in the amount of the customer's average bill for the month in question while the application is under review.
- The utility services account must show a lower consumption for the same month in the previous year and at least a 20% consumption increase for any other month in the past six (6) months. The leak must have ceased by the time of application.
- The customer must agree to any investigation the City deems necessary to confirm or verify the circumstances associated with the spike in consumption.
- Continuing high consumption is subject to discontinuance of water service pursuant to § 25-3, and § 25 Exhibit A Rule 9 D.1.d and 9 D.2.
- An applicant with a delinquent account must pay all outstanding charges or have a current payment arrangement (available to property owners only) on file with the Division's Collections Section.
- NO refund checks will be issued for approved account adjustments.
- Utility services account adjustments are approved at the discretion of the Utility Billing Division Director or designee.
- Customers must comply with Municipal Codes § 13 Stormwater, § 15 Utility Billing, § 21 Environmental Services, § 22 Sewers and § 25 Water.
- Commercial and multi-family accounts do not qualify for an Unknown Cause of High Consumption Adjustment.
- Customers may dispute a Utility Billing Division decision pursuant to Division Dispute Resolution Policy 2.0 and Municipal Code § 15-1.8 Disputes; Appeals. If not satisfied with the decision, they may submit a formal written appeal pursuant to Division Appeals Policy 3.0 and § 15-1.8.