



## Utility Information Sheet **Welcome to Aztec, New Mexico!**

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### **The City of Aztec provides Electric, Water, Sewer and Trash Service**

We appreciate the opportunity to provide you service and look forward to serving you. If we may be of assistance to you, please call the Utility Department at 334-7670. Our office hours are 8:00am to 4:00pm Monday through Friday. **For after hours emergencies, please call 334-6622.**

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### **Deposits**

Deposits are required for all new connections of utility services for water and electricity. Water Deposit is \$100.00 and Electricity Deposit is \$100.00. A residential customer may provide an *acceptable utility credit reference in lieu of the deposit*. There is also a setup fee of \$30.00. On Residential accounts, after 12 months of perfect pay history, the customer may request the deposit be applied to their account. Commercial and Landlord deposits are \$200.00.

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### **Billing**

For billing inquiries, please call 334-7670. Bills are sent out approximately the 25<sup>th</sup> of each month and are due on the 10<sup>th</sup> of each month. Late payments will be assessed a 5% delinquent charge.

**Important! Please note the following:**

- ✚ If a disconnect notice is prepared for your account, a trip charge of \$20 will be assessed to your account.
- ✚ If past due payment is not received prior to the disconnect date stated on the notice, service will be disconnected.
- ✚ Once utility services have been disconnected, the total due must be paid in full (including all trip and reconnect charges) prior to utility service being reconnected.
- ✚ Utility service disconnected for non-payment will be reconnected on the same day payment is paid full and received. Reconnect charges are: \$20 during office hours; \$50 after office hours.
- ✚ In addition to the above charges, an increased deposit will be required on each utility account disconnected for non-payment. A deposit will be assessed on the account and will be due and payable, in full, by the due date of the next billing cycle.

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### **Payments**

We offer a variety of ways to pay your utility bill. We accept checks, cash, money orders and credit/debit cards for payment. Please make checks payable to the City of Aztec and include the portion of your utility bill with your payment. Payments may be made in person, or by dropping it in our drop box located in parking lot closest to Chaco St., by automatic bank draft, online through our web-site at [www.aztecm.gov](http://www.aztecm.gov) or you can mail a check or money order to City of Aztec, 201 W. Chaco, Aztec, NM 87410 **Please include your account number on your check or money order!**

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### **Returned Check Policy**

Returned checks will be assessed a \$25 service charge. Returned checks will not be re-deposited! The issuer of the check will be required to pay the amount of the check plus the return check fee in cash or by money order. If two checks are returned to any City of Aztec office within a twelve month period, checks will no longer be accepted as payment on the account *for one year*.

## Other Services Offered:

**Automatic Bank Drafts** – You can elect to have your utility payment automatically taken from your checking or savings account on the 10<sup>th</sup> of each month, unless the 10<sup>th</sup> falls on the weekend or holiday then it will be the next business day following the 10<sup>th</sup>. Utility Bills are sent out by the 25<sup>th</sup> of the each month so you will have time to review your bill for any abnormalities before your payment is drafted from your account. If you wish to sign up for Automatic Bank Draft we will need a bank draft authorization form completed and a voided check. You can get this form at our office or on our web-site [www.aztecnm.gov](http://www.aztecnm.gov).

**Budget Billing** – After one year of utility billing history you may choose to have your account on budget billing.

How this works is your one year history of utility bills are totaled and divide by 11 months, that amount will become your budget bill payment. Your account is recalculated every six months and your payment will be adjusted accordingly. To sign up for Budget billing you can visit our office or our web-site [www.aztecnm.gov](http://www.aztecnm.gov).

**Utility Rates and Policies** – Our rates and policies are available upon request at our office or you can visit our web-site at [www.aztecnm.gov](http://www.aztecnm.gov) click on City Departments and Utility Customer Services for utility rates.

**Park Pavilion Reservations** – Park Pavilions can be reserved for birthday parties, class reunions or any occasion that you may want to hold your event outside. We reserve 4 different park pavilions located at Cap-Walls, Florence, Minium and Riverside Park. Park reservations must be paid for at time of reservation and cannot be reserved over the phone. You can come into our office or visit our web-site [www.aztecnm.gov](http://www.aztecnm.gov) click on City Departments and Utility Customer Service to download the reservation form to bring into our office.

**Online Utility Bill Lookup and Payment** – To view and/or pay your account online you will need internet access, your Aztec Utility Account number and a pin number. The pin number is the last 4 digits of your social security number or your tax identification number of the primary person on the account. You can access this option by visiting our web-site at [www.aztecnm.gov](http://www.aztecnm.gov), click on City Departments and Utility Customer Service. Once you have accessed your account there is an option to change your password.

**Financial Assistance** – We have a list of many organizations that are able to assist with financial aid for utilities. If you have unforeseen circumstances that enable you to pay your utility bill and you qualify under their requirement guidelines. For a list please contact our office or our website at [www.aztecnm.gov](http://www.aztecnm.gov), click on City Departments and Utility Customer Service.

**Recycle Center** – The City of Aztec Recycle Center is located at 303 S Ash St. The hours of operations are Wednesday & Saturday 9:00 am to 12:00 Noon, Wednesday & Friday 3:00 pm to 5:00 pm. For more information you can call (505) 334-7660 or visit our website at [www.aztecnm.gov](http://www.aztecnm.gov) click on City Departments, under Parks and Recreations click on Recycle Center.

### Telephone Service

Qwest is the local telephone service provider and can be contacted for new services at **800-244-1111**.

### Natural Gas Service

New Mexico Gas Company (NMGASCO) provides natural gas services to the consumers in Aztec. NMGASCO handles all new requests, hook-ups, billing, and disconnections. New Mexico Gas Company can be reached at 1-888-664-2726.

### Cable Television Service

Comcast is the local cable television service provider and can be reached at **505-327-6143**.

### Solid Waste Service

The City of Aztec contracts with Transit Waste for solid waste services. The City requires that every premise have solid waste service. The solid waste service will be included in your monthly utility bill. For additional questions or if you need a poly cart you may contact Transit Waste at **505-634-2510**.

### Area Telephone Numbers

Aztec Chamber of Commerce	334-9551
Aztec Municipal Schools	334-9474
U.S. Post Office	334-6181
Aztec Motor Vehicle Department	334-7690