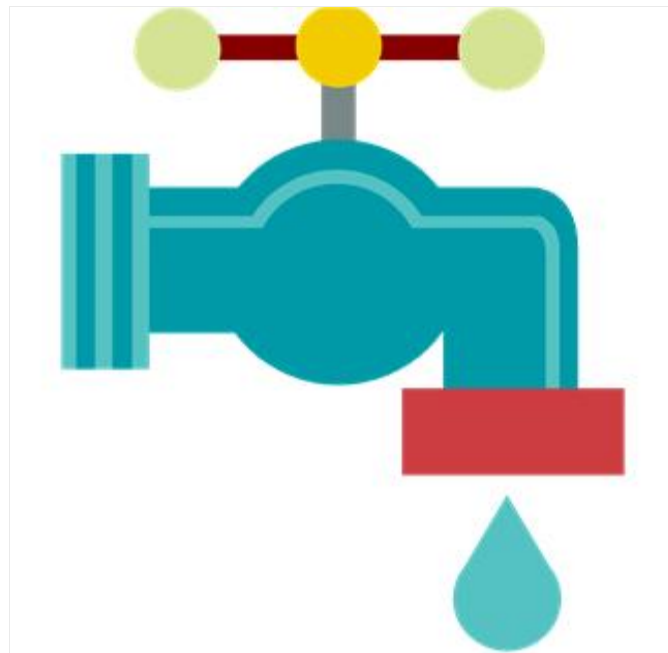


CITY OF HOBBS
UTILITIES DIVISION
WATER DEPARTMENT

CUSTOMER SERVICE
HANDBOOK



Information:

The City of Hobbs Water Department is located in City Hall at 200 E. Broadway St. The Water Department bills for water, sewer, and garbage. Reads from meter registers are acquired each month. Bills are also prepared and mailed out monthly. All monthly bills are due by the date indicated on the bill. For more information or to initiate a service request, please contact the office.

Hours of Operation:

The normal hours of operation for the City of Hobbs Water Department are: Monday – Friday; 8:00 AM to 5:00 PM; excluding major holidays.

Emergencies:

For after-hour emergencies, call 575-397-9315.

For any questions, contact:

City of Hobbs Water Department
200 E. Broadway St.
Hobbs, NM 88240
575-397-9216
Fax: 575-397-9211
Web-site: www.hobbsnm.org

Payment Options:

Utility bills are due and payable by the date indicated on the bill. Due date applies to current bill only. Past due amount is subject to disconnect. Payments are received in the office, at the drive-through window, in the night depository, by automatic bank draft, by phone, by the web-site, or by mail. To pay your bill online go to www.hobbsnm.org. To pay your bill by phone or for further information, call the Water Department at 575-397-9216.

Utility Service Policy:

For a copy of the City of Hobbs Utility Service Policy, please contact the Water Department.

City of Hobbs Ordinances:

To view the City of Hobbs Ordinances, visit the web-site at www.hobbsnm.org or call the City of Hobbs Clerk's Office at 575-397-9200. The Clerk's Office is located in City Hall at 200 E. Broadway.

Water and Sewer Taps:

For water and sewer tap information, contact the Water Department.

BILLING

Water:

Water billing is based on monthly consumption. Consumption is determined by a monthly meter read acquired from the meter register.

Sewer:

Sewer is based on monthly consumption and will include a flat rate. Consumption is determined by a monthly meter read acquired from the meter register. If a residential customer has a winter average, the sewer billing will be based on that average consumption. Winter average is determined each April by averaging the usage from the previous November, January, and February which are billed in December, February, and March.

Rates:

Residential, Commercial, and Irrigation rates vary depending on the size of the meter. For any questions regarding rates for water and sewer billing, please call the Water Department. You may also see Chapters 13.04.—13.08 of the Hobbs Municipal Code.

Garbage:

Waste Management services the garbage pick up.

The City of Hobbs bills for the service for customers inside the City limits. This billing appears on your water bill. All customers are required to pay for garbage service.

Residential customers should have a poly-cart for each unit. The 96-gallon poly-cart is supplied by Waste Management. Residential customers with poly-carts are serviced twice a week. Additional poly-carts may be requested with the Water Department. Poly-carts should be available for collection by 6:30 A. M.

Commercial accounts have the option of signing a contract with Waste Management for a metal container. Metal containers are also billed with the water bill. Container costs vary with the size and the number of pick ups per week. For a list of metal container rates, call the Water Department.

Waste Management will not collect trash placed next to or on top of the poly-carts or metal containers. All trash needs to be bagged. Container lids need to be closed to prevent blowing trash. For problems with your garbage service, contact Waste Management at 575-392-6571.

Credits:

Issuance of credits for over-billing will only include billings for the previous 12 months.

Past Dues:

An account becomes past due if any amount is unpaid after a current bill is assessed. Failure to receive mail will not be recognized as a valid excuse for failure to pay bills when due. According to the Utility Service Policy, in the event that a service account is delinquent and a past due bill has been generated, a past due notice shall be mailed notifying the consumer that unless total charges are paid by the 15th as stated in the past due notice, or other acceptable arrangements for payments have been made, the service will be discontinued until the full account balance including the late fee has been paid. In the event the meter has been removed from the premises due to non-payment and/or tampering, the consumer shall also pay an additional fee for tampering and/or resetting the water meter.

Transfer of Utility Charges:

Property owners are subject to liens for unpaid water bills incurred on their property. According to Utility Service Policy, "Any unpaid bill for utility service may be added to and become a lien on the property being served, provided the property is in the same ownership on the date that unpaid charges are assessed. Provided that such unpaid charges accrued during the time the owner or his/her lessee was being billed for service."

Tampering:

Please be advised only the City of Hobbs Utilities personnel may turn the water meter on and off. This service is free of charge during normal business hours. There is a fee for non-emergency calls beyond normal working hours. If tampering is indicated, tampering charges will apply pursuant to Ordinance #13.04.040. The full balance plus any tampering and/or repair and replacement fees and charges must be paid before service is restored.

Customer Side Shut-Off Valve:

According to the City of Hobbs Utilities Policy, “the consumer or property owner is required to install a master shut off valve approximately five (5) feet from the building’s foundation”. Having a turn off valve installed on the customer side of the property would eliminate a need to call out Utilities personnel in an emergency or when repairs need to be done. As the consumer, it would save you time, water loss, and money. It would also be useful when you are away from the house for extended periods such as a vacation.

Water Testing and Water Quality:

Contact the City of Hobbs laboratory at 575-397-9315 for information regarding water tests and water quality.

Leak Responsibility:

It is the customer's responsibility to maintain their own water and sewer service lines on their property. Any leaks should be repaired in a timely manner to avoid Utilities personnel having to turn the meter off until repairs are complete.

Conservation:

Water is a natural resource. It is in limited supply. It is important to conserve this valuable resource. Since it requires large amounts of water to produce electricity, it is important to reduce the amount of energy we use also. 8% of all water usage in the home is attributed to leaks. Fix faucets, toilets, and leaking pipes immediately. Find ways to reduce usage in the kitchen, bathroom, laundry, and outdoor faucets. Since water and sewer billing is based on consumption, conserving water will save this precious resource and will also save energy and money as well.

Water Rationing:

Emergency circumstances may occur resulting in the need to restrict use of water. Through the direction of the City Manager and Commission, the Utilities Department may implement emergency water rationing as provided in Title 13 of the Hobbs Municipal Code.

Payment Assistance:

The City of Hobbs, through the City Commission, has established a Residential Utility Assistance program (RUAP). The amount of assistance available for each qualified residential customer is twenty five dollars (\$35.00) per month for one year.

LIHEAP applications are available at the City of Hobbs Water Utility Office located at City Hall, 200 E. Broadway or at the New Mexico Income Support Division at 2120 N. Alto, Suite D, (575-397-3400).

Other payment assistance agencies may be available by dialing 211 for United Way.

For more information, call the Water Department.

Service Requests:

The Water Department personnel can initiate many service requests. Such service requests include: leak investigations, sewer stoppage investigations, low pressure investigations, and meter repairs. Other service requests include having a meter turned off so the customer can have customer side leaks repaired, high bill investigations, and many more.

New Connections:

When a customer requests new service, a deposit and a connect fee are required. A lease agreement or property ownership papers are required to connect utility services along with a picture ID and social security number. If any person listed on the lease agreement is found to have an old outstanding bill, the outstanding bill must be paid in full or acceptable arrangements made before new utility services can be connected. Any person listed on the lease agreement shall be responsible for the balance of the bill after the deposit has been applied. If the meter is not on, an appointment will be scheduled. The service person will check with the customer to verify everything on the property is satisfactory. Missing an appointment will result in having to reschedule for the next day.

Disconnections:

When a customer wants to disconnect their account, a call can be made to the Water Department. Verification of the social security number is required. A date of disconnect, forwarding address, and a telephone number are also required. After getting a final read, a final bill will be mailed. The final bill will indicate if a balance is due after the deposit has been applied. If a refund is due to the customer, it will be mailed within four to six weeks.

Transfers:

If a customer needs to initiate service at another address, a new deposit will be required for the new address. Procedures for connections and disconnections are followed as previously stated.

Temporary Offs:

A customer may request his meter to be turned off for an extended period. Having an account put on temporary off suspends the billing. The deposit is held for the customer. The customer can call at a later date to have the account activated. Any balance due on the account must be paid before reactivating an account. Water Office clerks will schedule a time for reconnection. This service is helpful for irrigation meters that are not used in the winter months. By just having the meter turned off does not mean that the account will not bill. An account will bill a minimum bill even if the consumption is zero. A customer must request the account to be on temporary off to suspend billing.

In Closing:

The City of Hobbs Water Department strives to provide great customer service. If you have any questions or comments, please feel free to call. We will be happy to assist you.

City of Hobbs
Utilities Division
Contact Information

After Hour Emergencies:	397-9315
COH Clerk's Office:	397-9200
NM Income Support Division:	397-3400
One Call:	800-321-2537
Water Department:	397-9216
Utilities Administration:	397-9315
United Way:	211
Utilities Maintenance:	397-9315
Waste Management:	392-0428
Xcel Energy:	800-895-4999
Zia Gas Company:	392-4277

***This customer service handbook is for general informational purposes only. It is not intended to replace the Hobbs Municipal Code or the Utility Service Policy. Procedures may change at anytime without notice.