

## Non Emergency Phone Numbers

City Hall	575-835-0240
Water Department	575-838-1606
Gas Division	575-835-2490
Landfill	575-835-4279
Library	575-835-1114
Fire Department	575-835-3969
Police Department	575-835-1883
Airport	505-440-6119
Gym/Parks	575-838-7537
Swimming Pool	575-835-3091
Planning and Zoning	575-838-7514
Tourism	575-835-8927
Transportation	575-835-1501
Animal Shelter	575-838-3103
Municipal Court	575-835-2558
District Court	575-835-0500
Magistrate Court	575-835-2500
County Assessor	575-835-0714
County Clerk	575-835-0423
County Manager	575-835-0589
County Treasurer	575-835-1701
County Road Department	575-835-2041
County Solid Waste	575-835-0506
Post Office	575-835-0542
Socorro Electric Co-Op	575-835-0560
State Police	575-835-0741

**Ravi Bhasker, Mayor**

**Donald Monette, Treasurer/City Administrator**

**Polo Pineda, City Clerk**

**Gordon Hicks, City Council**

**Damien Ocampo, City Council**

**Mary Ann Chavez-Lopez, City Council**

**Antone Salome, City Council**

**Michael Olguin Jr., City Council**

**Deborah Dean, City Council**

**Peter D. Romero, City Council**

**Nick Fleming, City Council**

**Joseph Gutierrez, Municipal Judge**

The City of Socorro is a friendly community situated in central New Mexico, whose quality of life has attracted many families to relocate and enticed many local families to stay. Those who chose to live here are here because they want to be. Our weather allows year-round outdoor activities including golf, biking, hiking, rock hounding, rock climbing as well as many other outdoor activities.

As Mayor of Socorro, it is my personal and public goal to continue to make Socorro a great place to live, work and raise a family. We are continuously improving the quality of life in our small town for the enjoyment of both our citizens and our visitors.

Once you experience our attractions and events, you'll find yourself deciding to stay a little longer, and you'll be glad you did.

Mayor Ravi Bhasker

**City of  
Socorro**

**111 School of Mines  
Rd  
P.O. Box K  
Socorro, NM 87801  
Phone: 575-835-0240  
Fax: 575-838-4027**



**Gas, Water,  
Sewer, and  
Garbage  
Billing**

## Welcome to the City of Socorro

This brochure is to help you understand the Utility Billing Process and to answer some of the questions you may have.

### TURNING SERVICES ON

The person requesting services must be present and at least 18 years of age with a valid ID. Deposits and Activation Fees are required.

### TURNING SERVICES OFF

When turning off services, it is your responsibility to notify the city that you no longer are at a residence. A signature will be required to shut-off services. You will receive a final bill.

### TRANSFERRING SERVICES

When moving from one residence to another residence within the city, a deposit will not be required if one is already on file. We will transfer the deposit (s) from one account to another. The name of the person who paid the deposit must be the one transferring services unless the deposit (s) is, and, or relinquished.

### DEPOSIT

Gas Service \$70.00

Water Service \$30.00

Deposit are refundable after 15 months of good payment history, transferable at anytime.

### ACTIVATION FEES

Gas Service \$25.00

Water Service \$15.00

\*If you have a septic tank you should not be billed for this service (sewer). It is your responsibility to notify the city's billing department.

\*\*If your landlord pays for this service (garbage) you should not be billed. It is your responsibility to notify the city's billing department.

## RATES-RESIDENTIAL

### Water Service

Base Charge \$7.75

Price Per Unit \$.2848

1 Unit= 100 gallons

### Sewer Service\*

Base Charge \$23.75

Price Per Unit \$.2640

1 unit= 100 gallons

### Gas Service

Base Charge \$13.00

Gas prices varies monthly depending on gas prices.

1 unit=100 cubic feet

### Garbage Service\*\*

Flat rate of \$ 23.75 per month. \$6.00 for each additional bin

## RATES-COMMERICAL

Depends on size of meter. For pricing call 575-835-0240.

## BILLING PROCESS

You will receive a utility bill within the first few days of the month. **If you do not receive a bill call 575-835-0240.** Utility bills are due by the 10<sup>th</sup> of each month. Meter Reading is started around the 10<sup>th</sup> of every month continuing through the 17<sup>th</sup> of every month. Your meters must be accessible to our meter readers, if not it is your responsibility to make arrangements to read it. For example: Bill due on October 10<sup>th</sup> will be based on the meter readings taken for around the 10<sup>th</sup> of August to the 10<sup>th</sup> of September.

## NOTICE TO CUSTOMERS

Per the Policies and Procedures issued by the City of Socorro relating to the water utility department, the City issues this notice to remind City water customers that you are solely responsible for owning and maintaining the service water line from your City owned water meter to and including your place of consumption. This includes your responsibility to repair any water leaks occurring on your side of the water meter and the responsibility for any occurring damages. Furthermore it is your responsibility to follow City policies and procedures in terminating your water service, including notifying the City in advance of desired water termination.

## DELINQUENT PROCESS

Current charges on your utility bill are due by 10<sup>th</sup> of every month, any previous balance that is on your bill is considered delinquent as of the 20<sup>th</sup> of every month. If you have a previous balance on your bill, services are subject to disconnect. If services are disconnected there is a \$25.00 reconnect fee for each service that was turned off.

## UTILITY BILL

On your utility bill you will have meter readings, dates, and units used. a pin number that allows you to pay online at the city website, your service address, and account number. It will have a previous balance if you carry one over and will list your services such as Water, Sewer, Gas, Garbage Service. Total current charges and a balance that is due. On the bottom portion of your utility bill is a remittance stub with your account number, bill date (when your bill was created), due date and total due, and amount paid.

## ERROR ON BILL

If there is an error on your utility bill you need to contact the billing clerk at **575-835-0240** as soon as possible. You must notify the city's billing department within six (6) months of being billed for a service that you do not receive.

When a Customer has been overcharged as a result of incorrect reading of the meter, incorrect application of the rate schedule or classification, incorrect connection of the meter or any other reason, the amount of the overcharges shall be adjusted, refunded or credited to the customer.

Residential customers can be credited a maximum of \$500.00.

Non-residential (Commercial) customers can be credited a maximum of 6 months of billing.

When a customer has been undercharged as a result of an incorrect reading of the meter, incorrect connection of the meter, or any other reason the amount of the undercharge will be billed to the customer.

The customer will be allowed to arrange payment for the undercharge equal to the same length of time the error occurred.