

Henry P. Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Rudy N. Garcia
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Hank Hughes
Commissioner, District 5

Katherine Miller
County Manager

CLARIFICATION OF LETTER SENT TO UTILITY CUSTOMERS WITH SEPTEMBER 2021 MONTHLY BILL

You recently received a letter with your monthly water utility bill explaining a voluntary payment assistance program that is available to residential customers who have fallen behind on their water utility bill. The program is also available to customers that may not be currently behind on their utility bill but are in need of assistance in the short term going forward.

The letter incorrectly stated “*due to the past-due status of your bill*” and should have stated “*if you have a past-due status on your bill*” you may be subject to disconnection of service on or after October 1, 2021. Your monthly bill reflects the true status of your account. We apologize for any confusion this may have caused.

If you have any questions or need any assistance, please call us at 505-992-9870, Monday through Friday, 8:00 am to 5:00 pm, or visit your local Santa Fe County Water Utility office.