



**ELDORADO AREA WATER & SANITATION DISTRICT**  
 2 North Chamisa Drive, Suite B • Santa Fe, NM 87508 • (505) 466-1085

**ACCOUNT MAINTENANCE FORM**

|                |                  |
|----------------|------------------|
| Account Number | Service Location |
|----------------|------------------|

**EXISTING OWNER(S) – UPDATING CONTACT INFORMATION**

|                      |                        |
|----------------------|------------------------|
| Mailing Address      |                        |
| Primary Phone Number | Secondary Phone Number |
| Primary Email        | Secondary Email        |

**EXISTING ACCOUNT**

ADDING OWNER

REMOVING AN OWNER

|                      |                        |
|----------------------|------------------------|
| Owner's Name         |                        |
| Primary Phone Number | Secondary Phone Number |
| Email                |                        |

**NOTE:** Only a spouse may remove a deceased owner. Any other party would need to contact us for a form & information regarding a transfer of ownership.

**OCCUPANT INFORMATION**

ADDING

REMOVING

|                         |          |
|-------------------------|----------|
| Occupant Name(s)        |          |
| Phone Number(s)         | Email(s) |
| Invoice Mailing Address |          |

**NOTE:** Occupants (individuals 18+ years old residing at a residence they do not own) will receive a mailed invoice in their name. To receive paperless billing & electronic notices, please visit our online bill portal accessible via our website at <https://www.eawsd.org> & set up those preferences. The settings are shared, both owner & occupant must agree to mailed or paperless billing preference.

**ACKNOWLEDGEMENT(S)**

I agree to pay all rates, tolls, fees & charges as may be established and to receive & use the water in full compliance with the policies & plans as adopted by the Eldorado Area Water & Sanitation District (EAWSD).

PROPERTY OWNER'S SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

**FOR INTERNAL USE ONLY**

Date Completed \_\_\_\_\_

Completed By \_\_\_\_\_

## HOW TO CONTACT US

**WEBSITE:** <https://www.eawsd.org/>

**EMAIL:** [customer.support@EAWSD.org](mailto:customer.support@EAWSD.org)

**BUSINESS HOURS:** Monday – Friday, 8:00 AM to 5:00 PM\*

**PHONE:** (505) 466-1085 (Opt. 1) DURING regular business hours

**FAX:** (505) 466-2631

**EMERGENCY:** (505) 780-0090 AFTER business hours

\* Closed Weekends and holidays – use emergency line

CURRENT RATES, TOLLS, FEES AND CHARGES found at [www.eawsd.org](http://www.eawsd.org)

### SPECIAL SERVICES REQUESTED BY CUSTOMER

Effective with the February (current year) Billing reflecting January Water Use

**Base Rate:** Monthly rate charged for each metered connection and for any unmetered fire protection service line.

**Volumetric Rate:** Water usage charge per 1,000 gallons (commodity charge).

\* \$75 will be credited if a meter reading error is verified.

\*\* One meter profile or flow test in a 12-month period will be provided at no charge.

**Payment Terms:** Bills are due and payable twenty-one (21) days after the billing date. Late fees may be imposed if payment is received more than 21 days after the billing date.

**Late Fees and Penalties:** Any EAWSD account that is not paid by the due date, in accordance with the District's rules and tariffs in force, shall incur an additional late payment penalty charge in the amount of five dollars (\$5.00) or ten percent (10%) of the total invoice amount, whichever is greater.

**Returned Check Charge:** A returned check charge of twenty-five dollars (\$25.00) will be imposed on any customer account where a check submitted for payment is returned by the bank because the account on which it is drawn is closed or contains insufficient funds.

**Taxes:** All charges are subject to, and will be increased by, applicable governmental gross receipts tax.

**Water Conservation Surcharge:** A water conservation surcharge will be imposed during the usage months of May through August in accordance with the provisions of EAWSD Resolution N<sup>o</sup>. 14-10-01.

**Meter Testing Charge:** \$250 for ¾-inch meter, \$600 for 1-inch and larger meter to be paid in advance by the customer. District will test the customer's water meter to verify its accuracy. The testing fee will be credited to the customer after testing if the meter tests more than two percent (2%) in error to the detriment of the customer.

**Meter Tampering or Water Theft:** The charge for tampering with a meter, including meter can lid removal, or stealing water from the EAWSD water system shall be five hundred dollars (\$500.00) for the first offense and seven hundred and fifty dollars (\$750.00) for any subsequent offense, plus the cost of any water taken.

**Willful or Negligent Damage to EAWSD Property:** The charge for causing willful or negligent damage to EAWSD property, including but not limited to any equipment or facilities, shall be five hundred dollars (\$500.00) for the first offense and seven hundred and fifty dollars (\$750.00) for any subsequent offense, plus the cost to repair any damage.

Other special service requests will be charged on time and materials basis; estimates available from EAWSD. Neither EAWSD nor its contractors will conduct any work on the customer's side of the water meter.