



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

NEW PROPERTY OWNER SERVICE APPLICATION

Date of Ownership	Service Address
Property Owner's Name	
Co-Owner's Name (if applicable)	
Mailing Address (if different)	City, State, & Zip
Primary Phone Number	Secondary Phone Number
Primary Email	Secondary Email

Note: Date of ownership should be the date of closing and not when person(s) occupies the property. Dates that fall on a weekend or holiday are not guaranteed a reading will be obtained on that date but will be captured the following business date.

REQUIRED DOCUMENTS

In addition to this form, EAWSD will need the following **before** the date of ownership to avoid service interruption

- Signed Service Agreement**
- Copy of US Government Issued Identification (not expired)**
- Proof of Ownership**
- Account Support:** Either one of the following
 - Letter of Credit from another utility (must state good standing for the past twelve months) - **OR** -
 - Security Deposit of \$130.00 (cash or check *only*)

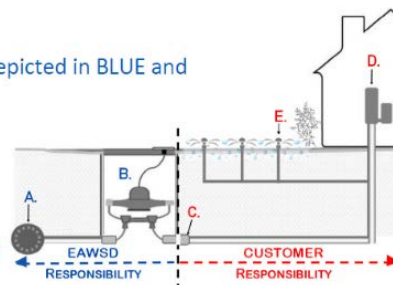
Please refer to our website or Customer Information pamphlet for details on our operations for business.

Note: EAWSD does not provide sewer, septic, solid waste, or garbage collection services. Please contact your local homeowner's association to obtain specifics.

Customer Responsibility

Who is Responsible?- EAWSD's responsibility is depicted in BLUE and the Customer's responsibility is depicted in RED.

- A. EAWSD Water Main
- B. Water Meter in meter can
- C. Recommended Shut-off Valve on customer side of water service line
- D. Water Shut-off Valve inside or under home
- E. Drip-Irrigation System



FOR INTERNAL USE ONLY

Account # _____

Date Created: _____

Work Order # _____

Entered By: _____



WATER SERVICE AGREEMENT

I agree to pay all rates, tolls, fees and charges as may be established and to receive and use the water in full compliance with the policies and plans as adopted by the ELDORADO AREA WATER AND SANITATION DISTRICT (EAWSD). Refer to reverse side of this page for current applicable rates, tolls, fees and charges, as well as policies and plans defining the terms and conditions of this agreement. The EAWSD Board may, from time to time, amend, supplement, or change applicable rates, policies, and plans. Notification of any changes will be provided in customer billing statements and the new rates, policies, or plans will be available on the EAWSD website (eawsd.org).

PROPERTY OWNER'S SIGNATURE _____

DATE _____

CO-OWNER SIGNATURE (IF APPLICABLE) _____

DATE _____

Service Location: _____

Date of Service: _____

2020-2024 RATES, TOLLS, FEES AND CHARGES

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

MONTHLY RATES		2020	2021	2022	2023	2024
Base Rates						
PER METER CONNECTION	In-District	\$25.56	\$26.59	\$27.65	\$28.76	\$29.91
	Out-of-District	\$57.36	\$58.39	\$59.45	\$60.56	\$61.71
Volumetric Rates						
WATER USAGE PER 1,000 GALLONS						
	3,000 gallons or less	\$11.40	\$11.40	\$11.86	\$12.33	\$12.82
	3,001 – 6,000 gallons	\$14.25	\$14.25	\$14.82	\$15.41	\$16.03
	6,001 – 10,000 gallons	\$17.81	\$17.81	\$19.06	\$20.39	\$21.82
	10,001 – 20,000 gallons	\$28.58	\$30.58	\$32.72	\$35.01	\$37.46
	20,001 – 30,000 gallons	\$44.08	\$48.48	\$53.33	\$58.67	\$64.53
	Over 30,000 gallons	\$66.12	\$72.73	\$80.01	\$88.01	\$96.81

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).

SPECIAL SERVICES REQUESTED BY CUSTOMER

SERVICE TYPE	Regular Business Days/Hours		Request Made After 3:00 p.m. AND Before 8:00 a.m. OR on a <i>Weekend or Holiday</i>
	With 24-hour Advance Notice	Same Day as Request Made Before 3:00 p.m.	
Meter re-read*	\$75.00	\$100.00	\$300.00
Meter profile**	\$75.00	\$100.00	\$300.00
Flow test**	\$75.00	\$100.00	\$300.00
Water turn-on/off	No Charge	\$100.00	\$300.00
Meter lid removal and replacement	No Charge	\$100.00	\$300.00

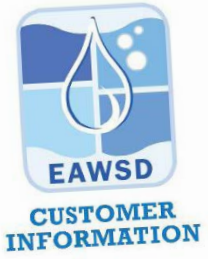
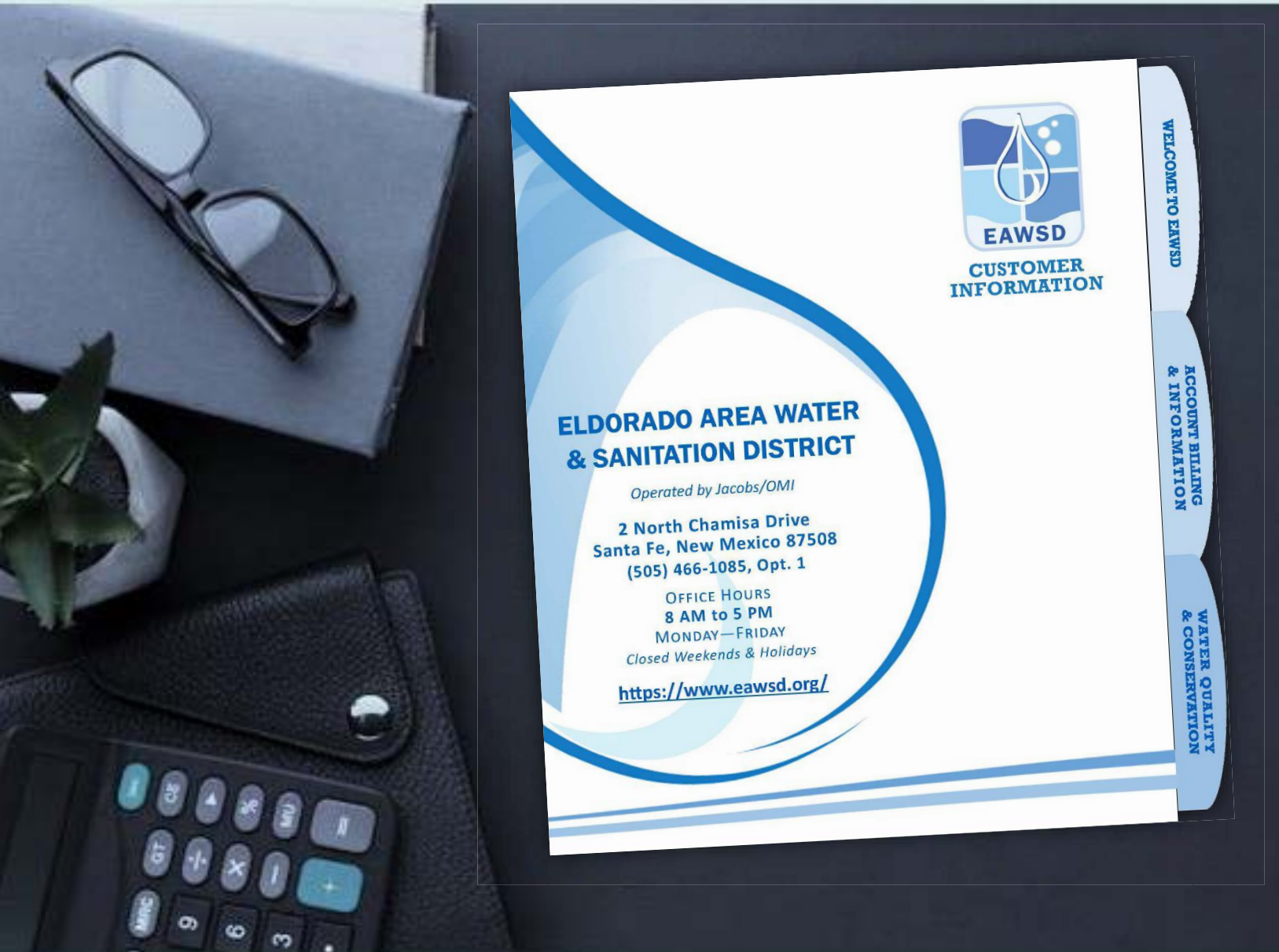
* \$75 will be credited if a meter reading error is verified.

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

CUSTOMER WELCOME PACKET

Click on the link above to view important customer information.

For best viewing, click on the FULL SCREEN MODE icon
in the middle of the page when the link opens



ELDORADO AREA WATER & SANITATION DISTRICT

Operated by Jacobs/OMI

2 North Chamisa Drive
Santa Fe, New Mexico 87508
(505) 466-1085, Opt. 1

OFFICE HOURS
8 AM to 5 PM
MONDAY—FRIDAY
Closed Weekends & Holidays

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

WELCOME TO EAWSD

ACCOUNT BILLING
& INFORMATION

WATER QUALITY
& CONSERVATION

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.

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 No. 14-10-01.

New Water Service Fees and Charges

New Water Service fees and charges are established in EAWSD Policy No. P18-08-01, as amended.

Radio-read & BEACON® Meter Opt-out Fees and Charges

Radio-read & BEACON meter opt-out fees and charges are established in EAWSD Policy No. P14-03-01.

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.

Hydrant Meter

Upon prior approval of the District, persons or entities may make a temporary connection to a hydrant for the purchase of water under terms and conditions specified by the District at the time of the request. The following charges shall apply to such connections:

✓ Deposit for District hydrant meter	\$ 1,200.00
✓ Charge for routine service call during time of connection	\$ 75.00
✓ Fee for District installation and removal of meter	\$ 150.00
✓ Charges for purchase of water	Appropriate volumetric rate

Other Terms and Conditions

All water service is provided subject to the rules and regulations of the Eldorado Area Water and Sanitation District, as adopted and modified from time to time by the District's Board of Directors. Until paid, all EAWSD rates, tolls or charges constitute a perpetual lien on and against the property served, in accordance with NMSA 1978, § 73-21-16(L) (1985). Lien notices shall be provided in accordance with EAWSD Policy No. P22-10-01.

Policies and Plans

1. **Policy P18-08-01** New Water Services Policy
2. **Policy P20-05-01** Discontinuance and Restoration of Service
3. **Policy P17-06-02** Leak Adjustment Policy
4. **Policy P17-10-01** Customer Deposit, Credit and Refunds
5. **Policy P22-10-01** Property Liens and Notices
6. **Policy P17-06-01** Early Replacement of Radio-Read Meters with latest technology
7. **Policy P08-09-01** Procedures for Filing Requests for Public Records
 - EAWSD WATER CONSERVATION PLAN - Last Update: February 2015
 - WATER RESTRICTIONS AND ALERT MANAGEMENT PLAN - Last update September 2022

NOTE: Copies of the policies and plans listed above are available on the EAWSD website at the following link: <https://www.eawsd.org/start-stop-or-transfer-service-1> under the heading: FORMS FOR EAWSD WATER SERVICE.

HOURS OF OPERATION

Monday – Friday 8:00 am – 5:00 pm (MT) Closed Holidays

CONTACT US

Customer Service & Billing Office (Start/Stop/Transfer Service and account inquiries)

Tele: (505) 466-1085 (Opt. 1)

Email: customer.support@EAWSD.org

Web: <https://www.eawsd.org/>