

Water Service Information

Service Address: _____
Address City State Zip

Mailing Address: _____
Address City State Zip

E-Bills: I would like to **receive paperless statements and reminder notices via e-mail.**

E-mail Address: _____

Applicant Information

Co-Applicant Name: _____
 Phone: _____
 Employer: _____
 Work Phone: _____
 Social Security #: _____
 Birth Date: _____
 Driver's License #: _____

Emergency Contact

Name: _____ Phone: _____

Ordinances

Section 41.5	The City of Rio Rancho utilizes an Identity Theft Prevention Program that will identify, detect, mitigate, and update Red Flags that signal the possibility of identity theft in connection with the new or existing accounts. We require a copy of one of the following – a valid Driver's License, valid State ID, or valid Passport with all applications.
Section 51.05D and Section 51.12D	All customers shall be given at least twenty-one calendar days from the date of rendition of a bill for payment in full before the bill is deemed delinquent. A late fee will be assessed that is a percent of the amount owed. A delinquency charge per month, which accrues daily, will be assessed on any amount, which remains unpaid after the due date. These fees and charges are in Section 51.12D. Each calendar year, a customer will be allowed one late payment without penalty.
Section 51.05H	Returned Check Charge: "The utility shall assess a returned check charge in the event of the customer's check or bank draft is returned." Fee is twenty-five (\$25.00) dollars.
Section 51.09B	Any customer desiring that their service be disconnected shall give written notice to the utility at its office. The utility will endeavor to act upon telephone or verbal orders to discontinue service, but in the event of a dispute, only a written notice will be considered proof of notification.
Section 51.09K	Reconnection Charge: Any customer whose service is involuntarily disconnected will be required to pay a reconnection fee in addition to all other fees and charges before being reconnected to the utility. Fee is forty-five (\$45.00) dollars.

Acknowledgement and Signature

I understand that a deposit of one hundred dollars (\$100.00) will be required even if a letter of reference is provided from another utility company, and/or I do not provide my Social Security Number, and/or the ID Theft Program flags the account as a risk.

Applicant Signature: _____ Date: _____

Applicant's last 4 digits of Valid ID: _____

FOR DEPARTMENT USE ONLY

Completed By: _____ Date: _____ Work Order #: _____