



FALL
2025

IMPORTANT INFORMATION

Utilities Administration
505.896.8715

Utilities Billing
505.891.5020

Report Leaks
505.891.5020

Non-emergency Online Reporting
www.rrnm.gov/report

Water Conservation
505.896.8715

Engineering
505.891.5061

Environmental Programs
505.896.8737

Waste Management
505.892.1200

Water Waste
505.896.8715

Line Spots (NM811)
811

www.rrnm.gov

Stormwater vs Wastewater and What You Can Do to Protect Them

STORMWATER is water from rain and snow melt that runs over hard surfaces (roofs, driveways, streets, etc.) but does not get treated at a Rio Rancho Wastewater Treatment facility. Stormwater flows directly into storm drains, arroyos, rivers and lakes, picking up whatever is in its path, so it is important not to pollute it. Ways to protect stormwater are:

Pick up pet waste— pet waste leads to an increase of bacteria and nutrients in receiving water. This can be harmful to aquatic life.

Limit the use of fertilizers, herbicides and pesticides— excess nutrients from fertilizers can affect oxygen levels in receiving waters and harm aquatic life. Chemicals used in herbicides and pesticides can harm aquatic and human life.

Fix leaking vehicles— leaking vehicles can cause oil and hydraulic fluid to end up in receiving waters.

Wash your car at a carwash instead of a driveway or in the street— used water from a car wash goes to a treatment facility.

WASTEWATER is water that goes through the Rio Rancho sewer system to a Rio Rancho Wastewater Treatment facility. Even though wastewater goes to a treatment facility, there are some things you should never put down the drain or flush down the toilet in order to protect our water supply and wildlife — not to mention your pipes and the treatment facility itself. Avoid costly backups and protect our water supply by never putting these things down the kitchen or bathroom sink or flushing them in the toilet:

Chemicals— Household cleaning products and other chemicals can harm your plumbing. They can also contribute heavy metals and volatile organic compounds to the water supply. Plus, they can even kill beneficial bacteria at the wastewater treatment facility that breaks down organic waste.

Cigarette Butts— the chemicals contained in cigarette butts are toxic to fish and other aquatic life.

Cotton swabs, contact lenses and anything with microbeads— most of these materials contain plastics, which do not break down but do contribute to the growing microplastics problem.

Flushable wipes— despite their name, they can still cause blockages in pipes.

Paper and feminine hygiene products— other than toilet paper (which you can flush), facial tissues and cotton balls or pads do not break down properly and can clog pipes.

(continued on page 3)

Fall is Not Too Late for a Rebate!

YOU MAY BE SHUTTING down your sprinkler system soon, but fall is not too late to save water — and money on your water bill — by taking advantage of the City of Rio Rancho's indoor rebates.

\$1,500 for Refrigerated Air Conversion— Even though daily temperatures are cooler, switching your evaporative air conditioner to refrigerated air can help with allergies and works even when it is humid. Plus, you can earn **\$1,500 in credit** on your water bill. You must call the Water Conservation office at **505.896.8737** to speak with a specialist **before you begin**



your project. Pre-approval is required.

\$100 Clothes Washer Rebate— Switch to a high-efficiency clothes washer that has an Integrated Water Factor of 3.2 or lower to earn a \$100 credit. *(NOTE: An integrated water factor is a measurement to assess the water efficiency of clothes washers. It indicates how much water a washing machine uses per cubic foot of capacity.)*

\$100 Toilet Rebate— Install a high efficiency toilet that is EPA WaterSense compliant to earn a \$100 credit.

\$30 Evaporative Thermostat Rebate— Operating your evaporative cooler is easier and more efficient when you install an evaporative cooler thermostat — plus you can earn a \$30 credit. The thermostat must be automatic and work only on evaporative coolers.

Lists of qualifying clothes washers, toilets and thermostats are on our website at rrnm.gov/Rebates. You must fill out an application and terms and conditions apply. Rebates are available while funds last.



Good News: Your Service Lines Do Not Contain Lead

IN COMPLIANCE WITH the EPA's Lead and Copper Rule Revisions, the City of Rio Rancho has completed and submitted a service line inventory identifying the service line materials used in our distribution system.

As previously announced, the inventory identified that all 39,824 service lines within the City are non-lead. The service line inventory information is available on request through the City of Rio Rancho Utilities Department at 505.896.8715 or by using the interactive map at www.rrnm.gov/ServiceLine to search for information by individual address.



RECYCLING TIP

Break Boxes Down to Fit Inside Carts

Dismantling cardboard boxes is an efficient use of cart space and often the only way to ensure the lid can be fully closed.

Source: WM

Paymentus

THE UTILITIES DEPARTMENT is now

using a new online payment system called Paymentus. The new system replaces the previous online payment system and customers that want to pay bills online must create a new account to use the new system. Visit ipn4.paymentus.com/cp/RIOR to create an account.

Stormwater vs Wastewater

(continued from page 1)

Fats, oils and grease— during the holidays you probably cook a lot of foods that generate fats, oils and grease. Anything left over after cooking should never be poured down the drain because it clogs pipes.

Flour— when mixed with water, it thickens and coats the inside of pipes, leading to clogs.

Food scrap— Some food waste may seem okay to put down the drain, but items like coffee grounds, eggshells, and large quantities of starchy foods (like rice and pasta) can cause clogs.

Medicine— Medications (prescription and over-the-counter) can contaminate water sources. The wastewater treatment facility is not equipped to filter out these chemical compounds. They end up back in the water supply and can cause reproductive issues for fish and wildlife as well as antibiotic resistance among humans.



Produce stickers— Remove them before you wash your fruit or vegetables. The adhesive on the back can cause them to stick to the inside of pipes and can eventually lead to clogs.

How to Dispose of These Items Properly

In the case of many items, putting them in a bag and/or placing them in the trash is recommended.

For fats, oils and grease, let them cool, then put them in a container and throw them away.

For medications, check with your pharmacist or local public safety agencies on prescription/medication take-back days or where you can drop off extra or unused medications.

In the case of household chemicals and potentially hazardous household items, you can use Waste Management's At Your Door Special Collection service. Contact Waste Management at **1.800.449.7587** to schedule your pickup. Items Waste Management will pick up include batteries, motor oil/oil rags, compressed gas cylinders, pain/paint-related products, flammable/combustible liquids, garden/pool chemicals, vehicle fluids and disinfectants and chemicals.

We Can All Prevent Water Waste

WE LIVE IN A very dry climate with little rainfall. This past summer, Sandoval County and Rio Rancho were in a severe drought. So, every drop of water counts... and we can all prevent water waste.

The City of Rio Rancho defines water waste as any water, other than natural precipitation, which flows or sprays into a public right-of-way (such as a sidewalk or roadway), storm drain or adjacent private property. All City of Rio Rancho water customers and properties within the City limits are required to comply with water waste regulations and restrictions. So, how can you help?

• Follow Time of Day Watering Restrictions

From April 1 through October 31 every year, the City of Rio Rancho's annual outdoor watering restrictions are in effect. In order to help prevent water waste, spray irrigation (a sprinkler device that propels water through the air in the form of small particles or droplets) is prohibited during the hours of 11 a.m. to 7 p.m. for all properties within the City Limits as well as those properties served by the City's Water Utility. Watering by hand is allowed during these hours.

Watering restrictions do not apply to water used for dust control or soil compaction, or drip irrigation, low-emitting bubblers, hand watering, or watering of containerized plants and plant stock. Shutoff nozzles are required on any hoses used for hand watering, car washing, or other outdoor uses.

• Check Your Outdoor Irrigation System Regularly

Check your system regularly to make sure there are no leaks and that sprinkler heads are positioned correctly to spray on the lawn. And make sure you don't have any broken sprinkler heads. You

can replace your current sprinkler heads with qualifying high-efficiency rotating sprinkler nozzles and

earn a credit of \$2 for each nozzle on your water bill. For details, visit rrnm.gov/4053/Outdoor-Rebates

- **Invest in a "Smart" Irrigation Controller** — There is an easy way to avoid over-watering. EPA WaterSense certified smart controllers respond automatically to changing weather conditions to make sure you do not over-water. Plus, you can earn a rebate (credit) on your water bill of up to \$300. For details, visit rrnm.gov/4053/Outdoor-Rebates

What to do if you notice water waste?

Report water waste online at rrnm.gov/report or call the Water Waste Hotline (**505.891.5020 option 6**). If prompted to leave a message, please include location, date, time and description of observation.

Reports of water waste will be addressed by a Water Conservation Specialist who will conduct a field inspection to determine and document the source of the water waste. Field inspections are more successful if you provide detailed information about the water waste you observed.



REMINDER

**Time of Day
Watering Restrictions
end October 31, 2025 but
avoid spraying water onto
sidewalks or roadways in
the winter so you do not
create an ice hazard.
Make every drop
count!**

******* ECRWSS *******

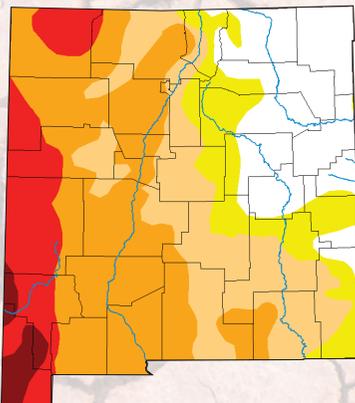
**Postal Customer
Rio Rancho, New Mexico**

DROUGHT UPDATE

DESPITE A GOOD MONSOON SEASON AND RAIN THIS FALL, a good portion of New Mexico is in Moderate to SEVERE Drought.

Please pay attention to your water use and save water whenever you can!

Date valid: October 9, 2025



INTENSITY:

- NONE
- D0 ABNORMALLY DRY
- D1 MODERATE DROUGHT
- D2 SEVERE DROUGHT
- D3 EXTREME DROUGHT
- D4 EXCEPTIONAL DROUGHT



droughtmonitor.unl.edu

The Smart Way to Water!

**2 TIMES A WEEK IN SEPTEMBER & OCTOBER,
ONCE A WEEK IN NOVEMBER, THEN TURN
OFF IN DECEMBER UNTIL MARCH**

If you need help setting up your timer, call
505.896.8715
We're happy to help.