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Meeting Date: April 20, 2022  
Staff Contact: Adrienne Candelaria, Customer Service Division Manager

**TITLE: OB-22-7 – Customer Service: Here to Help**

**ACTION: Information Only**

**SUMMARY:**

The Customer Service Division serves as the point of contact for the Water Authority's rate payers. Our goal is to provide quality customer service by communicating effectively and billing accurately. To better serve our customers, we provide many ways to engage with our staff and services including:

- on-line via webpage
- in-person at our lobby
- over the phone in our communication center and call center
- bill and bill inserts

Our staff provides assistance to customers by answering questions about their bill, water usage and conservation, ways to pay, bill adjustments, starting new service, water and sewer emergencies and help to troubleshoot common water quality questions. For customers interested in learning more about desert-friendly landscaping, our Customer Service office has a beautiful demonstration garden where customers can see examples of drought tolerant plants.

We also provide help to customers experiencing financial hardship through several assistance programs such as the low-income credit program, the water assistance fund, emergency rental assistance and flexible payment arrangements.

The Customer Service Division is here to help!

**FISCAL IMPACT:**

None



Customer Service:  
Here to Help

# WELCOME TO THE WATER AUTHORITY

MAKE  
PAYMENT

CUSTOMER  
SERVICE

REPORT  
EMERGENCY

PAYMENT HELP  
FOR RENTERS

CONSERVATION  
REBATES

INFO FOR  
BUILDERS

## NEWS AND NOTICES

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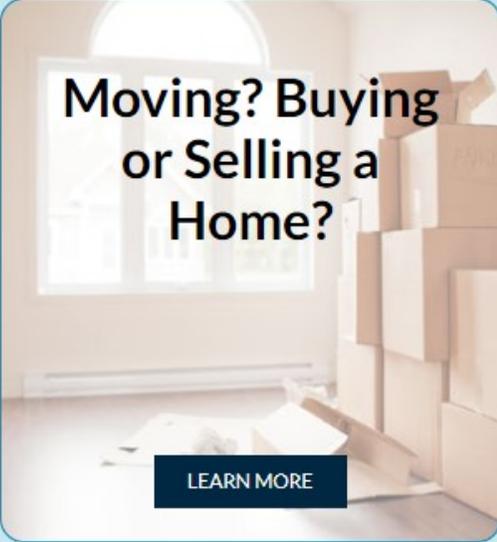
NOTICE-Xeriscape Rebates Now \$2.00/Square Foot

# CUSTOMER SERVICE



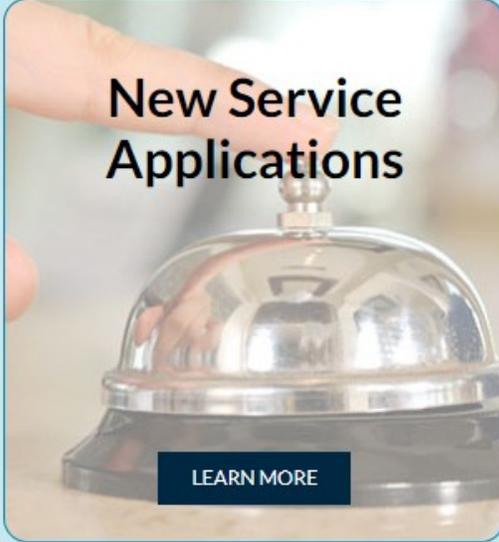
## How Can I...

- Pay My Bill
- See My Bill
- Understand My Bill & Charges
- Contact Trash Collection
- Request a Title Co. Payoff
- Apply for a Rebate
- Report Sewer Odor Problem
- Contact Cockroach Control
- Know How Often to Water
- Purchase Compost
- Contact Customer Service



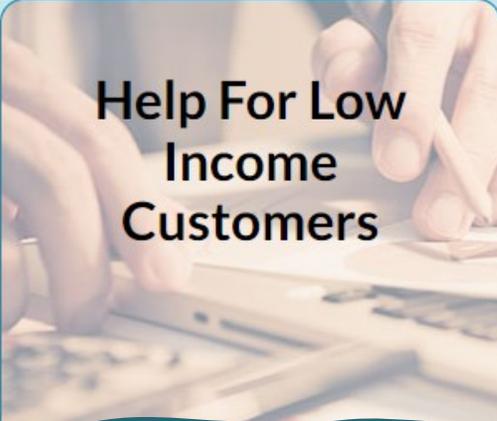
## Moving? Buying or Selling a Home?

[LEARN MORE](#)



## New Service Applications

[LEARN MORE](#)



## Help For Low Income Customers



## Fire Hydrant Meter Program



## I Want To...

- Set up a Bank Draft
- Set up Budget Billing
- Customer Requests & Feedback



Lobby



Communication  
Center



Call Center



Albuquerque Bernalillo County  
Water Utility Authority

PO Box 27226  
Albuquerque NM 87125-7226

OWNER, CURRENT  
Account Number: 4855507256  
Billing Date: 03/08/2022  
Due Date: 03/23/2022

Water Authority: (505) 842-WATR (9287)  
Solid Waste Mgmt Dept: (505) 761-8100 M-F 8am-5pm  
To Pay on-line: <http://www.abcwua.org>

Bill Number: 485063872396

Page 1 of 2

Your Solid Waste Services are billed by the Albuquerque Bernalillo County Water Utility Authority on behalf of the City of Albuquerque.

Account Summary as of 03/08/2022

Previous Balance	\$62.81
Payment Received	-62.81
Balance Forward	0.00
Total Adjustments (Billed & Unbilled)	0.00
Current Charges	70.76
<b>Total Amount Due</b>	<b>\$70.76</b>

Service Address: 11501 SANDIA SUNSET AVE SE - 87123

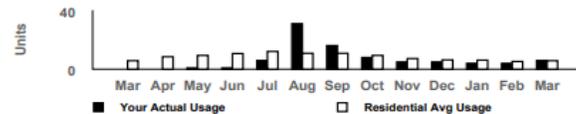
Water Residential City

Service 2022-02-05 - 2022-03-07 ID 4856537578

Meter Number	Billing Size	Cons Average	Winter Average	Current Meter Read		Previous Meter Read		Usage Units	Gallons Consumed
				Date	Reading	Date	Reading		
201383111	1	6	6	03/07/2022	87 Reg	02/05/2022	81 Reg	6	4,488

*Reg = Regular Reading Est=Estimated Reading 1 Unit = 748 Gallons*

Conservation Information



Base Charge	9.79
Commodity Charge (Units x \$1.626)	9.76
State Surcharge (Unit x \$0.024)	0.14
Facility Rehab	8.47
Franchise Fee	1.12
Tax	1.46
<b>Subtotal</b>	<b>30.74</b>

Wastewater Residential City

Service 2022-02-05 - 2022-03-07 ID 4853593112

Base Charge	2.99
Commodity Charge (Units x \$1.394)	7.95
Facility Rehab	9.18
Franchise Fee	0.80
Tax	1.05
<b>Subtotal</b>	<b>21.97</b>

Billing

# Billing Process



BILL CYCLE OPENS



METER READ



BILL CYCLE CLOSES



BILL GENERATES



Albuquerque Bernalillo County  
Water Utility Authority

PO Box 27226  
Albuquerque NM 87125-7226

OWNER, CURRENT  
Account Number: 4855507256  
Billing Date: 03/08/2022  
Due Date: 03/23/2022

9  
14729  
E-BILL

Water Authority: (505) 842-WATR (9287)  
Solid Waste Mgmt Dept: (505) 761-8100 M-F 8am-5pm  
To Pay on-line: <http://www.abcwua.org>

Bill Number: 485063872396

Page 1 of 2

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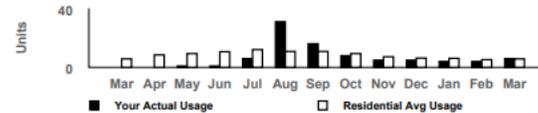
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**Wastewater Residential City**

Service 2022-02-05 - 2022-03-07 ID 4853593112

Base Charge	2.99
Commodity Charge (Units x \$1.394)	7.95
Facility Rehab	9.18
Franchise Fee	0.80
Tax	1.05
<b>Subtotal</b>	<b>21.97</b>

**Solid Waste Residential**

Service 2022-02-08 - 2022-03-08 ID 4850868345

Residential Basic Service	9.40
Residential Recycling	3.58
Residential Clean Cities Program	3.09
Residential Environmental	0.93
Fuel Surcharge	0.19
Tax	0.86
<b>Subtotal</b>	<b>18.05</b>

Understanding  
Your Bill

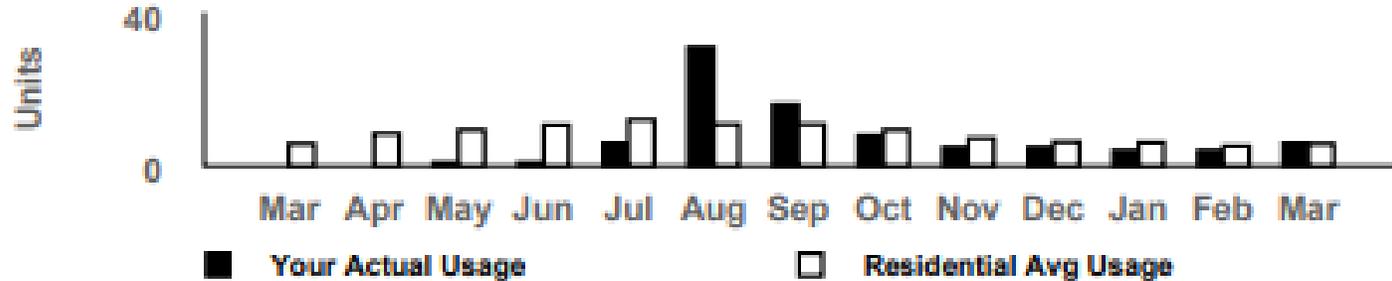
Water Authority: (505) 842-WATR (9287)  
Solid Waste Mgmt Dept: (505) 761-8100 M-F 8am-5pm  
To Pay on-line: <http://www.abcwua.org>

Bill Number: 485063872396

Your Solid Waste Services are billed by the Albuquerque Bernalillo County Water Util

Account  
Previous B  
Payment F  
Balance F  
Total Adju  
Current C  
Total Amo

## Conservation Information



Service Address: 11501 SANDIA SUNSET AVE SE - 87123

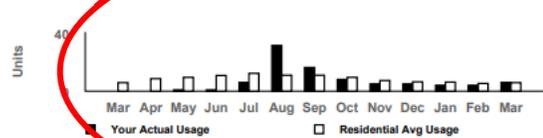
### Water Residential City

### Service 2022

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				Date	Reading	Date
201383111	1	0	0	03/07/2022	87 Reg	02/05/2022

Reg = Regular R

### Conservation Information



Base Charge

Commodity C

State Surcha

Facility Rehab

Franchise Fee

Tax

**Subtotal**

8.47  
1.12  
1.46  
**30.74**

### Wastewater Residential City

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# Monthly Water Usage & Conservation

# Conservation & Other Outreach



Remember:  
**KEEP TRASH\*  
OUT OF THE  
TOILET**



\*And Elephants

**WEATHER THE DROUGHT!**  
*Water by the Numbers*

**2 DAYS A WEEK  
in APRIL & MAY**



Visit [www.abovus.org](http://www.abovus.org) for water-saving tips and conservation rebate information. It's a great time to replace that thirsty lawn with a desert-friendly landscape!

**WEATHER THE DROUGHT  
BY ATTENDING A WATER SMART CLASS**



Want a desert-friendly landscape? Let Water Authority conservation experts show you how a three-step plan can make your landscape more resilient and beautiful at our virtual one-hour class. Plus, receive a \$20 rebate on your water bill!

Classes are scheduled 12 noon - 1 p.m. on:

- April 6 • May 25
- April 13 • June 8
- May 11 • July 20

Space is limited. Register at your earliest convenience: <http://www.abovus.org/conservation-rebate-workshop/>



For info visit [www.abovus.org](http://www.abovus.org)

# Paying Your Bill: Convenient Options





# Customer Assistance Programs



# Payment Arrangements

# **RENTERS:**

## **Behind on Utilities?**

**You may qualify for federal aid,  
and we can help you apply for it!**

**CLICK “PAYMENT HELP  
FOR RENTERS”**

**at ABCWUA.ORG**



Albuquerque Bernalillo County  
Water Utility Authority

**Emergency Rental  
Assistance Program**

Help!  
I Can't Pay My  
Utility Bills



Water Assistance Fund



# Low-Income Credit Program



# Low Income Household Water Assistance Program

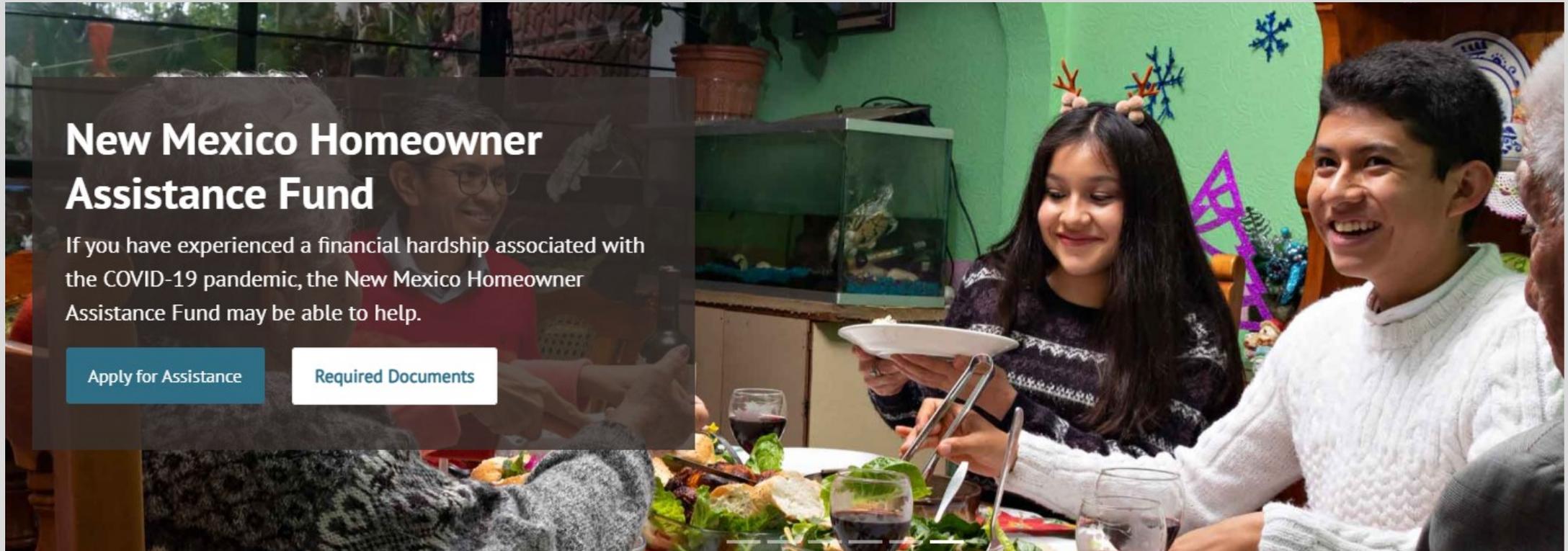
# Homeowners Assistance Fund – Utilities

## New Mexico Homeowner Assistance Fund

If you have experienced a financial hardship associated with the COVID-19 pandemic, the New Mexico Homeowner Assistance Fund may be able to help.

[Apply for Assistance](#)

[Required Documents](#)



# Community Partners

