



Meeting Date: May 17, 2023

Staff Contact: Adrienne Candelaria, Customer Service Division Manager

TITLE: OB-23-11 – Customer Assistance Programs

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.

Our staff helps customers by answering questions about their bill, water usage and conservation, ways to pay, bill adjustments, starting new service, water and sewer emergencies and they help troubleshoot common water quality questions.

When customers experiencing financial hardship contact us seeking assistance, we help connect them to customer assistance programs such as low-income water and sewer credit, water assistance fund, emergency rental assistance and flexible payment arrangements.

The Customer Service Division is here to help.

FISCAL IMPACT:

None



Customer Assistance Programs



Falling Behind on Payments



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**



Low Income Household Water Assistance Program

WELCOME TO THE WATER AUTHORITY

MAKE
PAYMENT

CUSTOMER
SERVICE

REPORT
EMERGENCY

PAYMENT HELP
FOR RENTERS &
HOMEOWNERS

CONSERVATION
REBATES

INFO FOR
BUILDERS

Help!
I Can't Pay My
Utility Bills



Water Assistance Fund



Low-Income Credit Program



Community Partners

