

# TENANT UTILITY INFORMATION SHEET

*Tenant(s) must provide proof of transfer of service to Pinon Properties before keys are given out*

## **1. City of Santa Fe Water, Sewer & Refuse Service:**

If your property is located within the City limits, these services are provided by the City of Santa Fe Public Utilities Department (CSFPUD). CSFPUD expects you to go to their offices at the address below with a 1) completed [Release of Liability & Application for Service](#) form; 2) signed copy of your lease agreement; and 3) copy of driver's license or photo ID. You are responsible for this bill from the day of occupancy to the day your lease ends and/or until you vacate the premises. You must notify CSFPUD when you intend to vacate and submit the [Request to Revert Services from Tenant to Landlord Form](#)

**CITY OF SANTA FE WATER DIVISION**

**801 W. San Mateo, Santa Fe, NM 87505**

**Phone: 505-955-4333**

**Web: [https://www.santafenm.gov/customer\\_service\\_and\\_utility\\_billing](https://www.santafenm.gov/customer_service_and_utility_billing)**

*You will receive one bill from the CSFPUD Billing Division for water, sewer and refuse.*

## **2. Gas Service:**

NM Gas Company (NMGC) is the company responsible for gas services. You will need to contact this company to get services switched into your name. **NMGC will give you a confirmation number that you will need to give to your property manager on or before the day you sign your lease. This number is needed before you can pick up the keys for your rental.** In some cases, services cannot be turned on by your occupancy date. You will need to provide a bill to your property manager, so you are not charged for days you were not there. If you take occupancy before services are switched, you will be charged by Pinon Properties for the prorated amount. You are responsible for this bill from the date of occupancy to either the day your lease is up and/or to the day you vacate the premises.

**Phone: 888-664-2726**

**Web: [https://www.nmgco.com/en/start\\_stop\\_or\\_transfer\\_service](https://www.nmgco.com/en/start_stop_or_transfer_service)**

## **3. Electric Service:**

Public Service Company of New Mexico (PNM) is the company responsible for electric services. You will need to contact this company to get services switched into your name. **PNM will give you a confirmation number that you will give to your property manager on or before the day you sign your lease. This number is needed before you can pick up the keys for your rental. In some cases, services can not be turned on by your occupancy date.** You will need to provide a bill to your property manager, so you are not charged for days you were not there. If you take occupancy before services are switched, you will be charged by Pinon Properties for the prorated amount. You are responsible for this bill from the date of occupancy to either the day your lease ends and/or to the day you vacate the premises.

**Phone: 505-246-5700 ; Fax: 505-246-5770 ; Web: <https://www.pnm.com/move-in-out>**

## **5. Mail Keys:**

For your protection, Pinon Properties does not issue mailbox keys. In order to obtain new keys for your rental, you will need to visit your local post office with a copy of your lease. If you live at Tierra De Zia, your mailbox is near your building, marked with your condo unit number and does not require a key.

## **6. Santa Fe County Water and/or Wastewater Service:**

If your property is located outside the Santa Fe City limits, these services are provided by the Santa Fe County Utilities Division (SFCUD). To obtain an account with SFCUD you must complete their Utility Account Application (available online at web site below) and follow their new account process. Not all properties will have SFCUD wastewater access (i.e. if your property is on a private septic or community system). You are responsible for this bill from the day of occupancy to the day your lease ends and/or until you vacate the premises.

### **SANTA FE COUNTY WATER DIVISION**

**424 NM 599, Santa Fe, NM 87507**

**Phone: 505-992-9870 ; Web: <https://www.santafenm.gov/forms>**

## **7. Eldorado Water Service:**

If your property is located in the Eldorado subdivision, these services are provided by the Eldorado Area Water & Sanitation District (EAWSD). To obtain an account with EAWSD you must complete their Residential Account application (available online at web site below) and follow their new account process. You are responsible for this bill from the day of occupancy to the day your lease is up and/or until you vacate the premises.

### **ELDORADO AREA WATER & SANITATION DISTRICT**

**2 North Chamisa Dr., Suite B, Santa Fe, NM 87508**

**Phone: 505-466-1085 ; Web: [www.eawsd.org/start-stop-or-transfer-service-1](http://www.eawsd.org/start-stop-or-transfer-service-1)**

## **8. Los Alamos County Utility Service:**

If your property is located within Los Alamos County, all utility services are provided by the Los Alamos County Department of Public Utilities (LACDPU). To obtain an account with LACDPU you must complete their Utility Account Application (available online at web site below) and follow their new account process. Not all properties will have LACDPU wastewater access (i.e. if your property is on a private septic or community system). You are responsible for this bill from the day of occupancy to the day your lease is up and/or until you vacate the premises.

### **LOS ALAMOS COUNTY DEPARTMENT OF PUBLIC UTILITIES**

**1000 Central Ave, Suite 130, Los Alamos, NM 87544**

**Phone: 505-662-8333 ;**

**Web: <https://lacdpu.smartcmobile.com/portal/outer-service-request.aspx>**

*You will receive one bill from LACDPU for electric, natural gas, water, sewer and refuse.*

## **9. Rancho Viejo Sewer Service:**

If your property is located in the Rancho Viejo subdivision, these services are provided by the Ranchland Utility Company (RUC). To obtain an account with RUC you must contact them at the phone number/address below and follow their new account process. You are responsible for this bill from the day of occupancy to the day your lease is up and/or until you vacate the premises.

### **RANCHLAND UTILITY COMPANY**

**55 Canada Del Rancho, Suite A1, Santa Fe, NM 87508**

**Phone: 505-428-2256**

**Web: [www.ranchlandutility.com](http://www.ranchlandutility.com)**

## **10. Wells:**

If your property is on a private or shared well, you will most likely not have to pay a water bill, but you must comply with the New Mexico Environment Department (NMED) regulations regarding wells which can be found online at [www.env.nm.gov](http://www.env.nm.gov) and read the RANM Information Sheet on Water Rights and Domestic Wells found under the Tenant Forms menu on our website.

## **11. Propane Service:**

If your property is subject to propane gas service, you will have to obtain an account with a propane provider that services your area. Our preferred vendor is Ferrellgas, but you may use any other provider. Check with your property manager what company has been providing service previously, this may be your best option.

The tank will be filled to capacity at the time you occupy the property and you must leave it full when you vacate. We cannot give credits to tenants for amounts over that level.

### **Ferrellgas**

**4151 Cerrillos Road, Santa Fe, NM 87507**

**Phone: 505-471-2663 ; Web: <https://www.ferrellgas.com/locations/detail/?id=206100>**

## **12. Septic Systems:**

If your property is on a private septic system, you should familiarize yourself with the use of such systems and read the RANM Information Sheet on septic systems found under the Tenant Forms menu on our website. *Misuse of the system resulting in repairs could result in the tenant having to pay for such repairs.*

If required, the owner will have the system pumped once during your occupancy. If you wish to have the system pumped more often, it will be at your cost. Contact our office to obtain permission for pumping and recommended service providers.