

Did You Know

Leaky Lose

1 leak dripping 20 per minute = 694 gallons per year

1 leak dripping 30 per minute = 1041 gallons per year

1 leak dripping 60 per minute = 2082 gallons per year

1 leaking toilet can leak 25,000 gallons per month

There are about 15,100 drips per gallon

Things You Need to Know

- All accounts are due IN FULL each month.
- Payments can be made CASH/CHECK/MONEY ORDER/DEBIT OR CREDIT CARD
- Late penalties are assessed on past due accounts.
- Services are discontinued after the account is two months in arrears and if bills are returned undeliverable by the USPS.
- A reconnection fee and the total amount due must be paid in CASH to restore service.
- City offers ACH direct bank draft upon completion of agreement.
- Payments can be mailed, placed in drop box, walked-in or paid on line.
- Returned checks are charged a fee and must be repaid in CASH.
- Unpaid accounts are placed with a collection agency.
- It is your responsibility to update your contact information with the Utility Department.

City of Bloomfiled Departments

Administration	505-632-6300
Motor Vehicle	505-632-6320
Police Department	505-632-6311
Municipal Court	505-632-6330
Fire Department	505-632-6363
Aquatic Center	505-632-0313
Multicultural Center	505-632-2840
Fitness Center	505-632-2840
Public Library	505-632-8315
Senior Center	505-632-8351
Municipal Operations	505-632-8448
Parks & Recreation	505-632-5600
Water Plant	505-632-2486
Waste Water Plant	505-632-8474
Emergency	911
Non-Emergency	505-334-6622

Bloomfield City Council meets each second and fourth Monday of each month.

Utility Department
915 N First
PO Box 1839
Bloomfield, NM 87413
Hours M-Th 7am-5:30pm

Phone: (505) 632-6305
Fax: (505) 632-6318
www.bloomfieldnm.com

City of Bloomfiled
The Heart of the Four Corners

SERVICE INFORMATION



Telephone: (505) 632-6300 ◀

SO YOU ARE IN THE KNOW

Accounts are due in full each month. Penalties are assessed to unpaid balances. Accounts deemed uncollectible are placed with collection agencies.

You should advise the Utility Department of changes in your mailing address, phone numbers and other information related to your account.

City must have access to your meter M-TH 7:00AM to 5:30PM.

Plants, shrubs and vegetation will be pruned to allow access to meters.

Aggressive animals should be restrained and may not be used as a deterrent for reading and servicing of meters.

Corrals and fencing must be situated and placed so not to impede reading and servicing meters.

Trash, weeds and animal waste will be kept clean in the immediate area of the meter.

Vehicles must not be parked to hamper reading of meters. Tickets and towing will become necessary at the owner's expense.

It is a \$500.00 fine if a resident is found tampering with a meter. Do not turn the meters off and on at your own free will. Contact the Utility Department. Service hours are M-Th 7:00AM-6:00PM, except Holidays. Weekends and Holidays call **Non-Emergency Dispatch 505-334-6622**

FAQ's

Where does my water come from?

The City of Bloomfield watershed is in the Pagosa-Vallecito, Colorado area which feeds three rivers:

San Juan Los Pinos La Piedra

These rivers flow into Navajo Lake where controlled releases managed by the Bureau of Reclamation are discharged into the San Juan River. Downstream approximately six miles; water from the San Juan is diverted to the Citizens Ditch, which is then transported to the Aragon Reservoir, then piped into the water plant.



How do I transfer my account when I move?

Call Customer Service at (505) 632-6305. Please have your customer number ready along with the start date for your new residence and the final date for your old residence. If you are not moving where you will need our service, we will need your forwarding address for your final billing.

Will the City notify me when they are shutting water off for repairs?

For ongoing major projects there will be notices published in the local newspaper. When there are unplanned/emergency repairs, meaning no prior knowledge, customers will not be notified. Repairs are completed as quickly as possible and most always completed before 5:00pm the same day.

How do I get my water turned off?

Call (505) 632-6305 with the account number, forwarding address and termination date. Please be prepared to verify your identification (social security number or driver's license number). If you are renting a property, you are the responsible party for utilities as long as your name remains on the account. Do not leave termination of service up to your landlord/property management/owners.

Why is my water bill so high?

Check to see if your bill was estimated last month. If last month's bill was estimated, this month may include water that was not in the estimate. The average residential customer uses 65-100 gallons of water per day. If your water consumption exceeds this amount per household member, you may have a leak. The most common cause of leaks is toilets with sticking float valves. A drop of food coloring in the toilet tank is a quick check.

Who is responsible for my water service line?

The customer's responsibility for their water service line starts at the water meter, where the line attaches to the outlet meter coupling and continues to the house.

Where is my water shutoff valve located?

Most homes have a water shutoff valve located inside the house where the water service line enters. The City's valve is located next to the water meter in the meter box. A special valve key is required to operate the valve without damaging it. It is a \$500.00 fine if you are caught turning the meter on and off (tampering). City personnel are not allowed to go onto private property.

Who do I call if my water tastes or smells bad?

Call the water treatment plant at (505) 632-2486. Typical reasons are fire hydrants being flushed, construction on the system, new home plumbing, garden hose left pressured up and on. Someone will be glad to assist you in determining the cause of the problem.

Who repairs my broken/plugged sewer service line?

The City is responsible for the main line in the easement/street. Call 632-8448. The homeowner is responsible for the service line from the structure to the main line. The homeowner may repair the line in his/her own yard.

Why is my water and sewer the same amount?

Water and sewer rates are the same. Sewer usage is based on your water usage. The City computes the average sewer usage for residential customers each year, based upon monthly water consumption during the months of October through May allowing for outdoor watering during the summer months. If residential customers did not have utility service during these months, they will not have a monthly sewer average and will be based upon actual usage.

PAY ON LINE @ www.bloomfieldnm.com and follow the PAY UTILITY BILL Link. Use QUICK PAY or register to access additional features.

Why wasn't my trash item picked up? I need additional polykarts.

Call Transit Waste (505) 634-2510.

Other Utilities

City of Farmington—Electricity	505-599-1353
New Mexico Gas Company—Gas	888-664-2726
Line Locate	811