



# Albuquerque Bernalillo County Water Utility Authority

## INFORMATION FOR NEW CUSTOMERS

### PAYING BILLS AND CUSTOMER SERVICE

- You'll receive a water bill in the mail every month. You may pay it by mail, on-line, over the phone, or in person.
- Bills can be paid in person at One Civic Plaza in downtown Albuquerque, on the first floor of the City/County Government Center. Visit [www.abcwua.org](http://www.abcwua.org) to pay your bill online.
- Call the Water Authority at **842-WATR (9287)** to speak to a Customer Service representative or to pay a bill over the phone.

### WATER AND SEWER RATES

Your water rates are established by the Water Authority's Governing Board. They include the cost for pumping, distribution and treatment of drinking water, for our conservation programs, and the costs associated with maintaining a sustainable supply (e.g., the San Juan-Chama Drinking Water Project).

Question about your bill or your water rates? Call **842-WATR (9287)** to speak with a Customer Service representative.

### CONSERVATION

As a Water Authority customer, you may take full advantage of the Water Authority's conservation rebate programs. Rebates are available for high-efficiency toilets, hot-water recirculation systems, approved washing machines, xeriscaping, and more. For more information, please visit [www.abcwua.org](http://www.abcwua.org) or call the Water Authority's conservation hotline at 768-3655.

We also hope you'll participate in the *Water by the Numbers* program, the Water Authority's voluntary campaign to save water outdoors. Rather than impose mandatory day-of-the-week watering schedules, this program allows you to choose which days to water (and recommends that you water no more than 15-20 minutes per zone).



***One important change you should be aware of is mandatory time-of-day watering restrictions.***

From April 1 through October 31, the Water Authority allows spray irrigation only between 7 p.m. and 11 a.m. Fee assessments are imposed for violating these rules, which are aimed at limiting water lost to evaporation and wind.