



# City of Santa Fe

**Public Utilities Department - Utility Billing Division**  
801 W San Mateo – Santa Fe, NM 87505  
Customer Service (505) 955-4333 / Fax (505) 955-4363  
*utilitycustomerservice@santafenm.gov*

## Refuse Vacancy Credit Application

**Businesses, Multi-family residents and tenants are not eligible for a vacancy credit. The agreement between the owner and the owner’s representative must be attached if applicable.**

APPLICANT INFORMATION:      OWNER      OR      OWNER’S REPRESENTATIVE

Property Owner: \_\_\_\_\_ Account No.: \_\_\_\_\_

Email: \_\_\_\_\_ Phone No.: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Property Owner Representative: \_\_\_\_\_

As the service address property owner, or as representative for the owner, I certify that the property located at the service address indicated above will be vacant for at least three (3) months beginning \_\_\_\_\_ and continuing through \_\_\_\_\_.

Choose one of the following.

Water is to be turned off and I will pay a fee to turn water on upon re-occupancy. **OR**

Water is to be left on and I certify that 500 gallons or less will be used monthly.

Reason for Vacancy: \_\_\_\_\_

**Applicant acknowledges the following rules pursuant to City of Santa Fe Municipal Codes § 15 and 22.**

- \* This application is only for refuse and recycling service fees for a three-month period.
- \* Applicant will continue to be charged and must continue to pay their monthly utility bill.
- \* Credit shall not be given for a vacancy period that has water consumption of more than 500 gallons in one or more months.
- \* Applicant must apply for a vacancy credit prior to the period of vacancy for credit consideration.
- \* Credit shall be applied to the applicant's first bill of their billing cycle following approval of the application.

**I have read and agree to the terms presented in this application. I affirm under penalties provided by law that the information presented by me on this application is true and correct.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**SUBMIT FORM BY CLICKING ON OVAL BUTTON**

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## Refuse Vacancy Credit Rules

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Pursuant to Municipal Code § 15-1.5 E, the Utility Billing Division may apply a refuse vacancy credit to a property owner's utility services account when there is no residency at the serviced property for a minimum of three (3) consecutive months and the property owner is therefore not utilizing refuse and recycling services provided by the Environmental Services Division.

### PLEASE READ CAREFULLY:

- ▶ Tenants, businesses and multi-family units are not eligible for refuse vacancy credit.
- ▶ A refuse vacancy credit is limited to a three-month period. A separate application is required for any future three-month vacancy period.
- ▶ An application must be submitted prior to the requested credit period. No retroactive credit will be considered.
- ▶ Applications must be complete and legible in order to be processed. Property owner representatives must attach documentation of authority to act on a property owner's behalf.
- ▶ The utility account balance must be current for application consideration.
- ▶ Monthly sewer abutment and variable fees continue to be assessed pursuant to Municipal Code § 22-7.1
- ▶ Monthly utility bills must continue to be paid by the due date throughout the period of vacancy. Applicants may choose make an advance payment at the time of application.
- ▶ Applicants may choose to either have the water service turned off and pay a reconnect fee, or to have the water service left on and certify there will be a monthly consumption of 500 gallons or less.
- ▶ Credit for the vacancy period will not be given if water consumption is greater than 500 gallons in any month during the vacancy period. Any credit given will be removed from the account.
- ▶ Credit will be applied to the applicant's first bill of their billing cycle following approval of the application.
- ▶ NO refund checks will be issued for approved account credits.
- ▶ Customers are always responsible for and must pay for the water that goes through their meters.
- ▶ Customers are responsible for ensuring clear access to the water meter or they may incur a penalty or penalties.
- ▶ Applicants providing false information will lose their account credit promptly upon the City's knowledge of having received false information, and the City shall be entitled to recover any fraudulently exempted credit and applicable interest and penalties.
- ▶ Customers must comply with Municipal Codes § 13 Stormwater, § 15 Utility Billing, § 21 Environmental Services, § 22 Sewers and § 25 Water.

Please refer to Municipal Code § 21 Environmental Services for information regarding the city's solid waste management, and customer refuse and recycling services.