

# **ENTRANOSA WATER & WASTEWATER**

1330 STATE HWY 333 – TIJERAS, NM 87059  
(505) 281-8700

## **PULL METER/LOCK METER POLICY**

The following policy will be enforced for all meters installed within the service area of Entranosa Water & Wastewater Association:

1. If a meter has been installed, but is not in use, there will be a \$17.00 administration fee each month, whether water passes through the meter or not.
2. When balances become 60 days delinquent (30 days for rental and real estate contract properties) a disconnect notice on the monthly bill will be mailed out and payment becomes due on or before the 15<sup>th</sup> of the month (including current charges). If payment is not received by the 15<sup>th</sup>, a fee of \$30.00(+tax) for turning service off and a fee of \$30.00(+tax) for turning the service on will be assessed to the account. All balances to reinstate service must be paid in full.
3. Meters associated with accounts that are delinquent over 120 days will be disconnected. Service will not be reconnected until a \$400.00 reconnection fee is paid.
4. At Entranosa's option, meters may be removed from the property at anytime after an account becomes 120 days delinquent. In order to reinstate service after this point, the meter will be reinstalled at the current meter installation fee.
5. For a fee of \$90.00(+tax), the meter may be removed at the member's request in order to eliminate the standby charge of \$17.00 per month. The member must provide a written request before a meter will be removed. There will be an additional \$90.00(+tax) fee to have the meter reinstalled.
6. Should a member lease or sale on a real estate contract a property serviced by Entranosa Water, all water bills remain the responsibility of the member. As a courtesy to the member, we will notify all owner's of rental and real estate contract properties when a tenant is 30 days past due. As part of this policy, all rental and real estate contract properties are on a 30 day past due time frame in order to eliminate the possibility of tenants vacating without paying for incurred water service. If service should be discontinued for any reason, there will be a \$30.00(+tax) disconnect fee as well as a \$30.00(+tax) reconnect fee assessed to the account. Any unpaid balances become the responsibility of the member.
7. If service has been discontinued for any reason, reconnection of service will not be reinstated until all fees are paid in full.