

# ENTRANOSA WATER & WASTEWATER

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

## RENTAL AND REAL ESTATE CONTRACT (R.E.C.) PROPERTIES POLICIES

Entranosa Water & Wastewater is a member owned Association. According to our By-Laws the Association is to serve only its members. We serve rental and R.E.C. properties as a courtesy to our members. Entranosa will set up a sub-account on the rental or R.E.C. property under the members account. The following procedures will be followed and enforced on all rental and R.E.C. properties:

- ◆ As the member of the Association, it is the owner's responsibility to advise Entranosa of any changes of residence to the serviced property. Before an account can be set up for a tenant we must have confirmation from the member as to who is residing at the property.
- ◆ All members who have rental or R.E.C. properties will receive a copy of their tenant's monthly bills. This is done to keep the member informed as to the status of their tenant's account.
- ◆ Cut-off notices, on the monthly bill, are sent to tenants if their account is past due. Payment must be made in full by the due date of the cut-off notice. A copy of the cut-off notice will also be sent to the member.
- ◆ Should the tenant's service be disconnected there will be a \$30.00(+tax) disconnect and a \$30.00(+tax) reconnect fee charged to the account. In order to resume service, the balance due on the account must be paid in full which will include the disconnect and reconnect fees.
- ◆ When a tenant is leaving a property, please contact our office at least 24 hours prior to the tenant leaving with the following information: moving date, forwarding address, and forwarding phone number. We will get a final reading and process a final bill. At that time, the final bill will be sent to the tenant and all balances will be automatically transferred to the member's account.
- ◆ All balances must be paid in full prior to setting up another tenant account.

**WE WILL NOT PURSUE FINAL BILLS FROM TENANTS! THE  
MEMBER WILL BE RESPONSIBLE FOR ALL UNPAID  
BALANCES!**

If you should have any questions regarding your account(s), please do not hesitate to contact our office at (505) 281-8700. Thank you.