

TOWN OF SILVER CITY INFORMATION PACKET

The following information is intended to provide an overview of the services the Town provides. If you have further questions please call Town Hall Monday through Friday, 8:00am to 5:00pm. Our telephone number is (505) 538-3731.

NEW WATER SERVICE DEPOSIT

The Town requires an application for new water service. For property owners, the deposit remains on the account for one year from the date of the first billing. If payment is on time each month during that period, the deposit will be credited to the account in the thirteenth month.

For other customers, the deposit will be held until the customer moves from the Town service area. When service is terminated, a meter reading will be taken on the final day of service, a final bill calculated and mailed to your forwarding address. At that time, a final billing will be calculated and the deposit will be applied to the account for any outstanding charges. Any remaining deposit on an account will be transferred to a new address when a customer moves within the Town service area.

WATER RATES WITHIN TOWN LIMITS

Your water meter is read each month. In certain rare instances, an estimate may be used. Your bill is calculated on the amount of water consumption. The basic rate for 0 to 3,000 gallons is \$7.49. For 3,000 to 13,000 gallons thereafter the rate is \$2.22 per 1,000 gallons. For more than 13,000 gallons the rate is \$2.50 per 1,000 gallons.

WATER RATES (OUTSIDE TOWN LIMITS)

Water rates outside town limits are double, i.e., 0 to 3,000 gallons is \$14.98.

TAX

There is a 5% tax on Town services.

WATER PRESSURE

Due to variations in water pressure, it is recommended that residents located north of Pine and 25th Streets install a pressure-reducing valve (PRV) on their service line. It should be installed/located directly after the meter on the customer's side of the meter. By doing so, residents will prevent potential problems which may arise from higher than normal pressures.

Should residents have questions or concerns regarding the installation of a PRV, they can contact the Utilities Department at (505) 534-6365.

SEWER

The base rate for sewer is \$7.00 per month. An additional \$1.25 is billed for each thousand gallons of water consumption. Initially you will be billed \$14.50 per month, the fee for 6,000 gallons water consumption. The fee will be adjusted annually in March using the average consumption for the months of December, January and February.

REFUSE

Residential refuse pickup is \$7.87 per month. Pickup is available only within the Town limits. Refuse should be placed at the curb in plastic bags. A box of 50 thirty-gallon bags can be purchased at City Hall for \$5.25. Trash is picked up one day a week only. If you are not certain what your pickup day is, please call Public Works at 388-4640. Pickup begins at 7:00am and continues until the day's entire route is picked up. Please do not put your trash out until the morning of your pickup.

The Southwest Solid Waste Authority does recycling for the Town. (They also operate the landfill.) If you would like to recycle (which is strongly encouraged) you may call them. They will provide a bin for your use and a flyer, which explains what types of material are accepted. Their phone number is 538-2560. Their hours are Tuesday through Saturday from 8:00am to 4:00pm. You may also take material to the Landfill (see address below).

LANDFILL

There is a \$5.05 landfill fee billed each month. All residents pay this fee whether or not they use the landfill. You may however, use the landfill, if you wish. It is located approximately three miles south of Town at 318 S. Ridge Road. All loads hauled to the landfill must be covered/secured. Failure to ensure this will result in a citation being issued with a possible \$10.00 fine. The only hazardous materials accepted at the landfill are household pesticides, paint and motor oil. These are not put into the landfill but are stockpiled for safe disposal at another sight. Refrigerators are accepted but there is a \$35.00 fee if no certificate of Freon removal is presented. Yard waste is accepted for shredding. Scrap metal is accepted but is not landfilled. Building materials are also separated. If you have other questions about what is accepted at the landfill or need further information you may call them at 388-8051.

Commercial landfill users should contact Southwest Solid Waste at the landfill to arrange for landfill use. The number is 388-8051.

METER READING

The meters are read during the five to seven days prior to the billing date. These dates are affected by weekends and holidays so the billing and reading dates are approximate each month.

BILLING CYCLES

Half of the meter routes are billed on or about the fifteen of each month; the remainder of the routes is billed on or about the twenty-fifth of each month.

PAST DUE ACCOUNTS

Please read your bill carefully each month. Any questions you have should be brought to the attention of the Utility Billing Department immediately. **PLEASE NOTE YOUR DUE DATE EACH MONTH.** The current bill is due within thirty days of the billing date and becomes past due after the due date. You must pay the bill in full before the due date in order to avoid a late fee. The late fee is 10% of the unpaid, late balance and is applied seven days after the due date. Once a bill becomes past due the Town allows the customer an additional fifteen days before water service is disconnected for payment. Once the water is disconnected for nonpayment, a reconnect fee of \$31.50 will be charged. This fee must be paid before water service is restored. Past due amount, late fees, current amount and reconnect fee must be paid in full before service is restored.

IF YOUR BILL DUE DATE LANDS ON A WEEKEND OR A HOLIDAY PLEASE MAKE SURE TO PAY BEFORE THIS DATE

NOTE: Payments received after 2:30pm are credited to the next day's business.

SENIOR CITIZEN RATES

The Town offers a special billing for senior citizens. To qualify for this saving please note the following procedure:

- 1) Water bill must be in the name of the senior
- 2) ID indicating age (62) is required
- 3) It is preferred that the senior makes application in person. If unable to do so they may send a letter of authorization along with ID
- 4) Garbage bags and stickers to be placed on bags will be purchased for \$1.58 each from the Utility Billing Department at City Hall. Use of these bags and stickers is required for the special billing rate.
- 5) The purchase of bags will eliminate the \$7.00 garbage and \$4.00 landfill fees from your monthly bill resulting in a savings of \$4.68 per month If you use four bags, one bag per week.

TURN ON/OFF FOR REPAIR

Section 30-22 of the Town of Silver City Code prohibits any person not an employee of the Town from connecting, disconnecting, turning on or off any utility service offered by the Town. Please call Town Hall to arrange the turn off if you need the water off at any time. There is a \$5.00 per action fee for this service. Installation of a shut off valve on your side of the meter is strongly encouraged so that it is not necessary for you to call for shut off in event of a plumbing repair or other emergency. A shut off valve is required on all new taps.

METER TEST

If you request a meter test and the meter is found to be defective, there will be no charge for the test and a new meter will be installed. If the meter is not defective, your account will be charged a \$31.50 fee.

NSF CHECK POLICY

Checks returned to the Town for non-sufficient funds will have a \$31.50 fee added to the amount of the check to be paid in cash or by money order or cashiers check only.

Customers who submit more than one NSF check will become cash only customers.

WATER SAMPLE TESTING

The Town has water sample testing kits available from our Utility Billing Department for \$21.00. The sample is tested at our Waste Water Treatment Plant. The test is accepted at the plant on Tuesdays between 7:00am and 1:00pm. Tests can be taken to the plant at other times but the fee will be \$37.80. At the time of purchase you will be provided with the kit, instructions for taking the sample and a map to the Waste Water Treatment Plant. Questions about what is tested for and the test results should be directed to the plant at 388-4981.

BUSINESS REGISTRAION

All businesses operating within the Town limits must be registered. This includes vendors. Signed approval for the location of the business must be obtained from our Planning Department located at 1201 Hudson before application is processed. You must have a New Mexico Taxation and Revenue ID number to apply for the license. You may also obtain the CRS number at the Planning Department under a joint powers agreement with the state. Please see Terri. There is no charge for this number at the time of issue.

Licensing period is one calendar year. If the business is located within the Town Limit's or the business is doing business in the Town the fee is \$45.00. Vendor's permits are \$24.00 the first day and \$5.00 each consecutive day thereafter. Obtain these licenses and permits from the Planning Department at City Hall Annex, 1201 Hudson St.

CEMETARY INFORMATION

The Town maintains Memory Lane Cemetery and has plots available.

A half burial plot, five feet by five feet, may be purchased in the area designated at "Baby Section". Section A, Lots 14-22, lots 35-37 and lots 42 and 43. A baby plot is \$150.00. A full burial plot shall be required for the burial of an adult and an adult plot is \$300.00 for Town residents and \$500 for nonresident. Opening and closing for burial is \$210.00.

ANIMAL CONTROL

The Animal Control Officer can be reached through Central Dispatch at 388-8840.

POLICE DEPARTMENT

The non-emergency number for the Police Department is 538-3723. ,

FIRE DEPARTMENT

The non emergency number for the Fire Department is 538-2591

MAPS

Street, zoning, sewer, water and well maps can be obtained from the Town Planning and Zoning Department. Please inquire at City Hall Annex, 1201 Hudson St. for types and prices of these maps. Or you may call 534-6353.

UTILITY TAP FEES

In Town Limits

See Robert Esqueda, Utilities Director

Acquisition fee \$1050

Water Tap fee \$300

Street Breaking fee \$120

Meter and Can \$75

Sewer Tap fee \$150

Deposit \$100

Tax 5%

Outside Town Limits

You must see Robert Esqueda, Utilities Director

If pavement breaking fee is needed outside Town limits please contact Don Dominguez at 538-3338.

ORDINANCES AND CODES

Ordinance No. 1029 allows a \$100.00 deposit for application of water services, refundable under conditions outlined in the town of Silver City policy; allows for reconnection charge after services are disconnected due to delinquency; allows for disconnection due to nonpayment of charges; allows for an increased meter test fee.

Ordinance No. 895 allows for a late fee of 10% of unpaid balance on delinquent bills to be added after the due date expires and to provide for disconnection of services after 45 days delinquent.

Section 30-5 allows for disconnection due to conditions of theft of water, diversion and other willful or negligent waste of water

Section 30-51 states that discontinuance of water service shall give written notice at town hall. Failure to do so renders the customer liable for all bills until notice is given.

Section 30-52 imposes liability and responsibility for the bill on the property owner whether the owner is the customer of the water or the user of services and will be charged to the owner in absence of the tenant.

SILVER CITY MUSEUM

The Silver City Museum and Gift Shop is located at 312 W. Broadway. Their phone number is 538-5921.

PUBLIC LIBRARY

The Public Library is located at 515 W. College Ave. Their phone number is 538-3672

PLANNING AND ZONING

Questions regarding Planning and Zoning may be directed to 534-6348

Questions regarding building permits and inspections may be directed to 534-6351

PUBLIC WORKS DEPARTMENT

Please call the Public Works Department at 388-4640 for any questions regarding streets, drainage, sanitation or parks.

WEBSITE

Current information about the Town Of Silver City may be found online at <http://www.townofsilvercity.org>