

FEUS/COF Utility General Information

• Timing of Utility Bills

- o Due date of bills 14 days from billing date
- o Late fee assessed 25 days from billing date on unpaid bills
- o First Disconnect notice mailed with next month's bill if previous bill remains unpaid
- Second Disconnect mailed 5 business days prior to disconnect
- o Service terminated approximately 30 days from due date of unpaid bill

Bill Payment

- o Payment Options: cash, check, money order, credit or debit card
- o Payment Methods
 - Walk-In/Drive-up Window/ Drop Box: 101 N. Browning Parkway or 850 Municipal Dr.
 - Online: http://www.fmtn.org
 - Mail:

City of Farmington or City of Farmington
PO Box 712569 101 N. Browning Parkway
Denver, CO 80271-2569 Farmington, NM 87401

- Telephone: **505-599-1353**
- Automatic bank withdrawal sign up at either office
- o Budget Billing is available to customers current in payments for utility services
- o Disputed/erroneous bills
 - Undisputed portions of the bill must be paid
 - Adjustments to bill will not exceed 1 year

Deposit Policy

- o All new accounts and accounts with no or poor credit history will be assessed a deposit
- All deposits are location specific and equal a 2 month average bill for your location
- o Deposits are held for a minimum of 12 months
- Usage parameter changes may result in deposit adjustments

Access to Premises

- By accepting service, customer grants access to premises for utility purposes to properly identified FEUS personnel
- o For non-payment disconnect, emergencies or power restoration, access may be gained by cutting locks on gates or, in extreme cases, damage to customer's gate
- FEUS staff needing to perform maintenance work will attempt to contact utility customer with tag at gate and telephone calls. No response by customer after 30 days to FEUS contact attempts, may result in a reoccurring, non-refundable fee assessed on customer's utility account

Customer's Responsibility for FEUS/COF property

- o All equipment furnished by the utility remains the property of the utility
- Customer shall exercise proper care to protect utility property and to prevent the theft of, damage to, tampering or interference with such equipment
- Customer must notify FEUS/COF within 2 working days to apply for service upon taking possession of premise where utility service is on
- Turning on utility service or continuing to use existing service without notifying FEUS/COF will result in liability to customer for all charges of utility service rendered and may result in meter tampering charges, civil penalties, additional fines and possible incarceration