



“Welcome to the City of Rio Rancho”
Water and Wastewater Department

1. Complete an “Application for New Service” (51.04/Water Ordinance)

- A. Applications can be obtained at 3200 Civic Center Circle or we can fax or mail an application to you. Applications are also obtainable from our website (see below for web address). You can fax back your completed documents to (re-)activate your account. If you fax your documents, we advise you call our office the following day to ensure it was received.
- B. All new accounts OR re-activations will be charged an administrative fee of \$25. (51.04)
- C. All accounts will be charged a deposit (\$100 for a residential account) based on following information: (51.06)
 - 1. Your information is assessed as low risk through the City’s Identity Theft Program per City ordinance (41.05) (soft hit on Credit Bureau).
~OR~
 - 2. You are an established customer in good standing.
-OR-
 - 3. Based on Ordinance (41.05) outcome may be provided a “Letter of Credit” from a former utility account (gas, electric, water or landline phone) showing your account in good standing. (51.06.C)
- D. Customers shall provide a State-issued picture id, such as a driver’s license, State Id card, or Valid Passport. (51.04 C4)
- E. Miscellaneous deposit information: (51.06/Water Ordinance)
 - 1. All information must be filled out or a deposit will be charged. Should you opt not to provide your social security number, a deposit will be required at time of account setup. (51.04.C)
 - 2. A deposit will be held for one (1) year. After one (1) year, if your account is in good standing the deposit will be refunded or applied as a credit to your bill. (51.06.D)
 - 3. If a past due balance or a collection account is owed, this must be paid in full and a deposit must be paid before a new water account will be opened.

1. Turning Water On:

- A. We schedule turn on’s for morning or afternoon. If someone will be at residence, for reconnection of service without release, a “Home Request for Reconnection of Water” must be signed.
- B. If you are confident that no water has been left on and no one will be present at residence, a “Release to Turn Water On” must be signed which releases the City of Rio Rancho from all responsibility in case of water damage. All HUD or Repossessed Homes must have someone present as the water lines are drained and left opened.

*If you have further questions/need more information, please do not hesitate to ask. Our email address is: utilitycustomerservice@ci.rio-rancho.nm.us, Our website address is: ci.rio-rancho.nm.us Click on “Utilities”, then “Customer Service”, then “How to Apply for New Service”

1. Trash Pickup: Based on the City of Rio Rancho “Solid Waste” Ordinance (50.07), It is a requirement that Residential or Commercial Collection be set up. Contact Waste Management at (505)892-1200.