



Customer Service Division

1376 E. Ninth Street
Alamogordo, NM 88310
(575) 439-4260

Office Hours:
Monday - Friday
8 am - Noon 1 pm - 5 pm

Utility Account Number:

Trash Pick-up Days:

Monday & Thursday

Tuesday & Friday

ci.alamogordo.nm.us
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Welcome to the City of Alamogordo

This brochure contains useful information concerning your City of Alamogordo utility account and related services.

For information concerning all services and activities provided by the City of Alamogordo please visit our website.

ci.alamogordo.nm.us

Useful Telephone Numbers

- PNM Electric (888) 342-5766
- NM Gas (888) 664-2726
- Century Link (800) 244-1111
- TDS (855) 301-7476
- Tularosa Communications (575) 585-2700

Alamogordo Outdoor Watering Schedule

Effective May 1 through November 1

By ordinance, the outdoor watering schedule each year allows outdoor watering as follows:

Odd Numbered Addresses:

Street number ends in 1, 3, 5, 7, 9
Sunday, Wednesday & Friday

Even numbered addresses:

Street Number ends in 0, 2, 4, 6, 8
Tuesday, Thursday & Saturday

**All outdoor watering must take place
before 9 am and after 6 pm.**

**Outdoor watering is not permitted on
Monday.**

AquaHawk Alerting!

AquaHawk Alerting is a **FREE** service for City of Alamogordo Utility customers that will assist you in monitoring and managing your water usage.

After you register, you'll be able to:

- **Monitor your water usage**
- **Establish notification thresholds**
- **Receive timely leak alerts**

Register today at:
alamnm.aquahawk.us/login

City of Alamogordo Utility Rates

To view our latest ordinances, policies, deposits, miscellaneous charges, and rates please visit our website.

ci.alamogordo.nm.us/237/Utility-Billing-Customer-Service

When is payment due on City of Alamogordo utility bills:

Payment for utility bills is due fifteen (15) days from the billing date and are considered past due ten (10) days from the due date. A late fee will be added to your previous balance on your next month's bill.

Delinquency/Disconnect Notices are mailed to the customer advising them of a past due amount. The customer is required to pay the bill by the date specified in the notice to avoid a delinquency processing fee and disconnection of service.

Once service is delinquent/disconnected the customer must pay all past due amounts and the delinquency processing fee before service can be reinstated.

Due dates falling on a weekend or City observed holiday are automatically extended to the next City business day.

Paying your City of Alamogordo Utility Bill

The City of Alamogordo offers many convenient ways for you to pay your utility bill.

Mail Payment

You can mail your payment to Utility Billing Division, PO Box 2978, Alamogordo, NM 88311. Check, money order or cashier's check accepted (**No Cash Please**).

Pay in Person

Pay by cash, check, money order, cashier's check, debit/credit card in person with any of our Customer Service Representatives inside City Hall.

Payment Drop Box

Drop your check, money order, or cashier's check (**No Cash Please**) in our payment drop box located outside City Hall. Payments deposited after 8 am will be processed next business day.

Sign up for Auto Pay

We can draft your monthly utility payment directly from your checking or savings bank account. Please call (575) 439-4260 for more information.

Online Bill Pay

You can make a one-time payment or create an online account for recurring payments using a debit/credit card or electronic check. Visit the City's website at ci.alamogordo.nm.us and click on the Water Utility link.

Payment by Phone

To make a one-time payment over the phone using a debit/credit card, call (575) 439-4260 and press option 1.

Online Banking

Use your financial institution's online bill pay services to set up a one-time payment.

NOTE: When paying by credit/debit card or electronic check a processing fee will be added to your transaction.

Solid Waste Collection Service

Residential trash is picked up twice a week, either at curbside or in the alley, depending on your neighborhood.

For curbside collection your poly cart should be placed curbside no later than 6:30 am on your designated pick-up days. Curbside carts must be placed at least six (6) feet from the mailbox, parked vehicle, fire hydrant or any other obstacle.

Curbside poly carts and alley cans must not be overloaded, and the lid must close. Do not place construction, remodeling, repair, or demolition debris in containers.

Residential trash is NOT picked up on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, or Christmas Day. The disposal contractor will change the routes or days of collection by collecting the day before or the day after the regularly designated collection day.

For concerns or complaints about your service, or to report broken containers call Southwest Disposal @ (575) 434-1109.

To schedule a special pickup for bulky waste, white goods, furniture, tree branches, carpet, boxes, bikes, and other rubbish not suitable for placement in normal containers, please call Southwest Disposal @ (575) 434-1109.

Customers who are physically unable to place their poly cart curbside or utilize the alley cans may apply for the ADA Trash Collection service. More information on this program may be obtained by contacting the Utilities Department @ (575) 489-2274.

ci.alamogordo.nm.us/868/Residential-Garbage-Collection

The information contained in this brochure is accurate as of the date of publication. The City reserves the right to change any and/or all information herein without notice.

Convenience Center Transfer Station 224 La Velle Road (575) 439-4109

This is a solid waste transfer station that accepts household garbage, white goods, furniture, yard waste, used anti-freeze, motor oil, and scrap metal.

Any person or entity who maintains a water utility account with the City of Alamogordo is permitted to dispose of acceptable solid waste at the collection center.

Non-Residents of the City, whether commercial or individuals, will be charged at a rate adopted by the City Commission per 100 pounds of waste.

Please visit their website for operating hours, rules and regulations.

ci.alamogordo.nm.us/866/Convenience-Center-Transfer-Station

Recycling

For information concerning recycling please contact Otero County @ (575) 973-1735 or visit their website.

co.otero.nm.us/188/Solid-Waste

Code Enforcement

2010 Oregon Ave
(575) 439-4375

Code Complaint Hotline (575) 439-3337

The City of Alamogordo has several property maintenance requirements that are enforced by Code Enforcement in routine patrols throughout the city year-round.

Please visit their website for details concerning property maintenance.

ci.alamogordo.nm.us/247/Code-Enforcement