

City of Rio Rancho Water and Wastewater Department

Application for Permanent Due Date

What is a Permanent Due Date?

Many customers are on a fixed income and receive their Social Security/Disability, etc. check on the first of every month. The due date of their billing cycle may be on a date that creates a hardship to pay on time. To aid our senior citizens and customers on permanent disability, the City of Rio Rancho Water and Wastewater Department agrees to change the due date to a new permanent due date. If the bill is not paid by the permanent due date, late fees and penalty fees will be assigned to the account and the service may be disconnected in accordance to our Ordinance.

Do I qualify?

To qualify, the customer must be on a fixed income receiving one (1) check per month at a scheduled time such as Social Security or Permanent Disability. The customer may be asked to bring proof that they are on a fixed income in the form of a statement from the Social Security Department.

You do not qualify if:

You do not qualify if you are employed and receive regular paychecks.

How do I acquire a permanent due date?

Fill in the following request, sign and date it and attached documentation. Return it to the customer service department in person, by mailing it to 3200 Civic Center Cir NE, Suite 270, Rio Rancho, NM 87144, or fax to **(505) 891-5204** or send email with completed application to: utilitycustomerservice@ci.rio-rancho.nm.us

I am on a fixed income and receive my Social Security/Disability, etc., check on the ___ of every month. I am requesting that the City of Rio Rancho Water and Wastewater Department change my due date to the ___ of every month. I understand that if I do not pay by the permanent due date that this aid can be cancelled, and my account is subject to late fees, penalty fees, and that service may be disconnected in accordance to City of Rio Rancho Ordinances.

By signing this application, I agree to the following:

I have read and agree to all Terms and Conditions outlined in the Water and Wastewater Rules and Rates codified as Chapter 51 of the Rio Rancho Code of Ordinance. A copy of these Terms and Conditions is available at the City Clerk's Office or online at <https://www.codepublishing.com/NM/RioRancho/>

In the event of non-payment, I agree to pay all past due amounts, applicable late fees, and all costs and expenses of collecting such delinquent amounts, including reasonable attorney's fees and collection agency fees of **up to 20% of the total owed.**

Signature

Date

Account Number: _____

Phone # _____

Revised: May 2024 | Phone: (505) 891-5020 | Fax: (505) 891-5204 | Email: UtilityCustomerService@rrnm.gov