



Customer Service

Division

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

Your Trash Pick-up Days are:

- 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 at:

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 IS HERE

AquaHawk alerting is a **FREE** service for City of Alamogordo Utility customers that will assist you in efficiently monitoring and managing your water usage. [Register today](#). It's easy!

After you register, you'll be able to:

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

REGISTER TODAY AT:

<https://alamnm.aquahawk.us/>

City of Alamogordo Utility Rates

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

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 is considered past due (late) ten (10) days from the due date. A late fee will be added to your previous balance on your next 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 a number of ways to pay your utility bill:

- Check or Money Order (**PLEASE - NO CASH!**) via US Postal Service
- Cash, Check, Money Order, Debit/Credit Card in person with any of our Customer Service Representatives at City Hall, 1376 E Ninth St., Monday thru Friday 8am – 5 pm.*
- Dropping your check/money order (**PLEASE - NO CASH!**) in our payment drop box located at City Hall. Please be aware that payments dropped off after 8 am will not be processed until the next business day.
- Sign up for Auto Draft – we can draft your monthly utility payment directly from your bank or financial institution.
- On-Line via Credit/Debit Card and electronic check - visit the City's website at ci.alamogordo.nm.us and click on the Online Utility Payments link.*
- Via Telephone by dialing 575-439-4260 and selecting Option #2. *
- Through your financial institution. The City maintains an electronic lockbox that can receive payments from most financial institutions. Check with your financial institution to determine if they provide online payment services.

* **NOTE:** When paying by Credit/Debit card or electronic check through our online provider, telephone, or at City Hall a processing fee will be added to your transaction.

Solid Waste Collection Service

Residential trash is picked up twice a week, either curb side 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 cans must be placed at least six (6) feet from any mailbox, parked vehicle, fire hydrant or any other obstacle.

Cans must not be overloaded and the lid must close. Do not place construction, remodeling, repair, or demolition debris in containers.

Special pick-up service is available for disabled persons. Information on this program may be obtained by contacting Public Works @ 439-4137 or Utility Billing @ 439-4260.

Residential trash is NOT picked up on New Year's 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.

Bulky waste: At no additional cost, bulky waste, white goods, furniture, tree branches, carpet, boxes, bikes, and other rubbish not suitable for placement in normal containers may be taken to the Collection Center on LaVelle Road or you can arrange for a special pick up on a "call in" basis by the disposal contractor. Please call Southwest Disposal @ 434-1109 for information and to schedule a pick up.

For concerns or complaints about your service, or to report broken containers call Southwest Disposal @ 434-1109 or City of Alamogordo Public Works @ 439-4137.

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.

City of Alamogordo Collection Center 224 La Velle Road – 575-439-4109

This is a solid waste transfer station that accepts household garbage, furniture, yard waste, used motor oil, anti-freeze, household appliances 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/310/Collection-Center

Recycling

For information concerning recycling please contact Otero County @ 575-973-1735 or visit their website at:

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

City of Alamogordo Code Enforcement 2010 Oregon Ave Tel: 439-4375

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 requirements.

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