

FOR IMMEDIATE RELEASE

Public Information Office
City of Alamogordo
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Office: 575-439-4264
Email: coapio@ci.alamogordo.nm.us



PUBLIC SERVICE ANNOUNCEMENT

CITY OF ALAMOGORDO

City of Alamogordo

City Hall Closure to the Public

Alamogordo, NM Thursday, March 19, 2020 Please be aware that due to COVID-19, the doors of City Hall will be closed to the public starting Friday, March 20, 2020 at 9:00 am. For any forms that need to be submitted please go to our website where you can find them and submit them electronically. Follow this link <https://nm-alamogordo.civicplus.com/9/I-Want-To>. If you have specific questions or concerns for a particular department, here are the numbers you can call:

Utility Billing Department: 575-439-4260
Human Resources: 575-439-4399
Planning and Zoning: 575-491-0253
Mainline/City Clerk's Office 575-439-4100

Know that all City Departments are completely closed to the public, no exceptions. However, if you need to drop off a payment, the water billing drop box is always available for checks or money orders. Late fees, delinquencies and shut offs of water utilities have been temporarily suspended by the City Commission. Also, business registrations and renewals with payments can be dropped off in the water billing drop box. Lastly, Planning & Zoning will have a separate bin (see image below) in case you absolutely need to drop off any paperwork. All our departments will be available via phone or email, feel free to call or email at any time. Office hours will remain from 8:00 am to 5:00 pm. For any updates on COVID-19 please visit : <https://ci.alamogordo.nm.us/636/COVID-19>

The following page has information and directions for Applications for New Utility Service.

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Contact for this Release

Stephanie Hernandez
Assistant City Manager
575 439-4245
shernandez@ci.alamogordo.nm.us

Water Billing Dropbox



Planning & Zoning Dropbox



Learn more about the City of Alamogordo, services, happenings and other information at <http://ci.alamogordo.nm.us>, www.alamogordonmtrue.com or @CityOfAlamogordo on Facebook





CITY OF ALAMOGORDO

APPLICATIONS FOR NEW UTILITY SERVICE

During this pandemic the City of Alamogordo **WILL NOT** be accepting applications for new, or reinstating, utility service in person. If you wish to initiate utility service with the City of Alamogordo, you may:

- Submit an application, with the required documents, via e-mail to: coacis@ci.alamogordo.nm.us – once received and reviewed one of our Customer Service Representatives will call the number listed on the application to arrange payment via credit/debit card and initiate the account.
- Submit an application, with the required documents, via fax – 575-439-4282 - once received and reviewed one of our Customer Service Representatives will call the number listed on the application to arrange payment via credit/debit card and initiate the account.
- Deposit your completed application, with the required documents, in our payment drop box located in the City Hall Parking lot. Once retrieved and reviewed one of our Customer Service Representatives will call the number listed on the application to arrange payment via debit/credit card and initiate the account.

If you cannot pay with debit/credit card please call 575-439-4260 before submitting application.

Our application, which includes a list of required documents, is available on our website at: <http://ci.alamogordo.nm.us/237/Utility-Billing-Customer-Service> OR the direct link to the document: <http://ci.alamogordo.nm.us/DocumentCenter/View/5662/Application-with-docs-required-020419-rev3>

During this time please allow for one business day processing time for your application. Applications received on a Friday, or day before a holiday, will not be processed until the next business day.

Should you have questions about the application or utility service please call 575-439-4260.

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