



City of ALAMOGORDO

Utility Billing Division

Introducing New Electronic Billing and Payment Services from the City of Alamogordo Utility Billing Division. The new payment website will be available Tuesday, August 17, 2021.

EFFECTIVE

August 17, 2021

Alamogordo Utility Billing Division has made it easier than ever to pay your water bill online.



One-Time Payment - make a one-time payment using your major credit/debit card (Visa/ Discover/ Master Card/ American Express) or bank account routing number.



Autopay - Establish a recurring monthly payment using your major credit/debit card (Visa/ Discover/ Master Card/ American Express) or bank account routing number.



eStatements - Sign up for paperless billing. You will receive an email or text that your bill is available to view online.



Statement History - Electronic copies of your bill will be retained and available for reprint. There is no additional charge for this service.



eCheck/ACH - Pay your water bill with your checking account.



Text-to-Pay - Pay your water bill with your saved payment method by responding YES to complete the transaction.



Over the Phone - By calling 575-439-4260 option 1 using your major credit/debit card (Visa/ Discover/ Master Card/ American Express)



If you have questions regarding these new online features, please contact **Customer Service** at 575-439-4260
Monday - Friday
8:00 AM - 12:00 PM & 1:00 PM - 5:00 PM

What you need to know:

- You can setup your account on the City's website at <https://ci.alamogordo.nm.us>
- The new website will take one-time payments without having to login and setup a customer profile.
- *If you are set up for automatic recurring payments currently, you will need to re-sign up on the new website once you have created your profile.*