



20 Tramway Road NE Albuquerque, NM 87122

(505) 856-6419

[www.sandiaheightsservices.com](http://www.sandiaheightsservices.com)

Keep this portion for your records

# FRONT OF BILL

**CUSTOMER NAME** JOHN DOE **DUE DATE:** [Date]

**SERVICE ADDRESS** [SERVICE ADDRESS] **EOW ACCOUNT #:** 12345678

**ACCOUNT #** 12345678

**DUE DATE** [DATE]

**PREVIOUS 90 DAYS** \$00.00 **PAST DUE CHARGES ARE DUE IMMEDIATELY!**

**PREVIOUS 60 DAYS** \$00.00 **CURRENT CHARGES ARE DUE BY THE 15TH.**

**PREVIOUS 30 DAYS** \$00.00

**CURRENT CHARGES**

\*\*\*\*\* **TOTAL DUE: \$00.00** \*\*\*\*\*

**FOR SERVICE FROM** [DATE] **TO** [DATE]

**NUMBER OF DAYS IN CURRENT BILLING CYCLE IS** XX

BILLING DETAIL	PREVIOUS READING	CURRENT READING	USAGE IN GALLONS	CHARGES
Current Meter:	XXXXXXXX	XXXXXXXX	XXXXX	00.00
Sewer.....				00.00
Sanitation.....				00.00
Tax.....				00.00
Security.....				00.00
SHHA Dues.....				00.00
Water Franchise Fee.....				00.00
Sewer Franchise Fee.....				00.00
Water Conservation Fee.....				00.00

**NOTICE: ONLY THE WATER AND SEWER RATES ARE REGULATED BY THE NM PUBLIC REGULATION COMMISSION**

**TOTAL DUE: \$00.00**

**YOUR LAST PAYMENT WAS RECEIVED ON [DATE] IN THE AMOUNT OF \$00.00**

TO ENSURE PROPER CREDIT - RETURN THIS PORTION WITH YOUR PAYMENT

**MAKE CHECKS PAYABLE TO ↓**

**ACCOUNT #** 12345678

**SERVICE ADDRESS** [SERVICE ADDRESS]

**DUE DATE** [DATE]

**TOTAL DUE** \$00.00

Sandia Heights Services  
20 Tramway Rd NE  
Albuquerque NM 87122

For Customer Service or Billing Inquiries  
Call (505) 856-6419

To pay online visit: [shs.viewmybill.net](http://shs.viewmybill.net)

JOHN DOE  
ADDRESS  
CITY, STATE ZIP CODE

SANDIA HEIGHTS SERVICES  
20 TRAMWAY RD NE  
ALBUQUERQUE NM 87122

**SERVICE ADDRESS:** Address where services are received.

**ACCOUNT #:** Account number associated with the property/service address.

**DUE DATE:** Date payment for current charges must be received by.

**EOW ACCOUNT #:** Account number used for EyeOnWater

**PREVIOUS 90, 60, 30 DAYS:** Amount(s) outstanding from the prior month(s), due immediately.

**CURRENT CHARGES:** Current months' charges, due by the due date.

**TOTAL DUE:** Total of previous balances (if any) and the current month's charges.

**FOR SERVICES FROM:** Dates covered in the current billing cycle.

**NUMBER OF DAYS IN CURRENT BILLING CYCLE:** Total number of days included in the current billing cycle.

**\*\* ALL BILLS/ACCOUNTS ARE NOT THE SAME, YOUR BILL MAY NOT INCLUDE ALL OF THE BELOW CHARGES \*\***

**CURRENT METER:** Refers to the water meter assigned to the property.

**PREVIOUS READING:** The prior month's meter read.

**CURRENT READING:** The current month's meter read.

**USAGE IN GALS:** Total water usage in gallons for the current billing cycle (current month's meter read – prior month's meter read).

**SEWER:** Wastewater (sewer) services.

**SANITATION:** Trash collection services.

**TAX:** State tax.

**SECURITY RATE \*\*\*\*:** Sandia Heights Security membership fee.

**SHHA DUES:** Sandia Heights Homeowners Association membership fee.

**PREVIOUS BALANCE:** Any outstanding amount(s) from prior months.

**WATER CONSERVE FEE:** \$0.03 per 1,000 gallons

**TOTAL DUE:** If your due date states "DRAFT PAID" your payment will be debited from your account on the 5<sup>th</sup> of the month.

**Mailing address, may be different than the service address.**

Disclaimer: Sample documents are provided for general explanatory purposes only and do not reflect current rates.

SANDIA HEIGHTS SERVICES  
10 TRAMWAY LOOP NE  
ALBUQUERQUE NM 87122  
PHONE: (505) 856-6419  
WEBSITE: [www.sandiaheightsservices.com](http://www.sandiaheightsservices.com)

BUSINESS HOURS  
8:00 AM - 12:00 NOON  
1:00 PM - 5:00 PM  
MONDAY - FRIDAY

**BACK OF BILL**

METER READINGS ARE FOR WATER USAGE MEASURED IN GALLONS. ESTIMATED READINGS WILL HAVE AN "E" AFTER THE READING. THE FIRST LINE ITEM OF YOUR BILLING STATEMENT DETAIL REPRESENTS THE PREVIOUS AND PRESENT METER READINGS. YOUR CURRENT WATER CONSUMPTION IN GALLONS IS BASED ON THOSE READINGS, AND THE BASE CHARGE PLUS YOUR USAGE CHARGE USING THE FOLLOWING RATES APPROVED BY THE NM PUBLIC REGULATION COMMISSION FOR RESIDENTIAL & COMMERCIAL SERVICE:

**WATER SERVICE BASE RATES:**

METER SIZE	BASE RATE	USAGE CHARGES FOR ALL METER SIZES
3/4"	\$20.69	\$3.88 PER 1,000 GALLONS UP TO 9,000 GALLONS USED
1"	\$26.32	\$4.77 PER 1,000 GALLONS OVER 9,000 GALLONS USED
1-1/2"	\$34.14	
2"	\$54.56	
3"	\$207.69	

Explanation of water charge calculation, including the monthly base rate fee.

NOTE THAT THE MONTHLY METER CHARGE APPLIES WHETHER OR NOT THE CUSTOMER USES ANY WATER.

SANITARY SEWER RATES APPROVED BY THE NEW MEXICO PUBLIC REGULATION COMMISSION ARE CHARGED AT A FIXED FLAT MONTHLY RATE AS FOLLOWS:

RESIDENTIAL MONTHLY CHARGE: \$34.31  
COMMERCIAL MONTHLY CHARGE: \$360.05

Flat monthly sewer fee.

THE FOLLOWING SERVICE FEES MAY ALSO BE CHARGED:

NEW SERVICE TRANSFER FEE WATER & SEWER	\$20.00
RECONNECT FEE DURING BUSINESS HOURS	\$20.00
RECONNECT FEE AFTER BUSINESS HOURS	\$40.00
NSF CHECK FEE	\$25.00
METER TEST FEE (1ST TEST NO CHARGE)	\$25.00

Explanation of potential additional fee's.

PLEASE NOTE THAT ONLY THE WATER AND SEWER RATES ARE REGULATED BY THE NEW MEXICO PUBLIC REGULATION COMMISSION. THE WATER AND SEWER COMPANIES' BILLING RULES ARE AVAILABLE FOR REVIEW AT THE COMPANIES' BUSINESS LOCATION.

CUSTOMER SERVICE BILLING INQUIRIES: (505) 856-6419  
WATER/SEWER EMERGENCY MON-FRI (7AM-4PM): (505) 856-6345  
AFTER HOURS WATER/SEWER EMERGENCY (505) 888-5336

**PAYMENT OPTIONS:**

**FREE AUTOMATIC PAYMENT (AUTO DRAFT):** When you sign up for Automatic Payment (auto draft), your monthly payment will be automatically drawn from your checking or account. Sign up for Automatic Payment at [sandiaheightsservices.com/my-bill/automatic-debit-authorization-form-ach/](http://sandiaheightsservices.com/my-bill/automatic-debit-authorization-form-ach/)

**ONLINE BANKING:** Many banking institutions offer online bill pay services, allowing customers to set up one-time payments. As each banking institution is unique, please check with your specific bank to inquire about online bill pay options and any potential fees.

**MAIL:** To ensure proper credit, please detach and return the bottom portion of your bill with your payment. If you do not have your bill, please clearly write your account number in the Memo field of your check.

**IN PERSON:** Payments made in person may be dropped off at our office during regular business hours; Monday – Friday 8:00 a.m. – 12:00 p.m. and 1:00 p.m. – 4:30 p.m.

**CREDIT OR DEBIT CARD:** Please call our office or visit our website below to schedule recurring credit or debit card payments. Use your credit or debit card to make one-time payments online at [shs.viewmybill.net](http://shs.viewmybill.net) or over the phone by calling 855-4-TELPAY (855-483-5729). A tiered processing fee based on the transaction amount applies. Sandia Heights Services does not receive any portion of this fee.

VISIT <https://www.sandiaheightsservices.com/my-bill/payment-options/> FOR MORE INFORMATION.

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