



Changes to City Utility Billing and Service Regulations

Beginning in February, changes to the City of Las Cruces Utility Billing and Collections process will go into effect. No longer will new Las Cruces Utilities customers be required to provide a Social Security number to activate utility services. Also, the \$15 shut-off notification fee, and the \$52 same-day reactivation fee will be eliminated.

*City utilities customers still have 22 days to pay their bill. They have an additional 15 days **after** the due date in which to pay before services will be shut off.*

Because of those changes, any City utilities customers who might encounter problems with the shorter period are encouraged to visit City Hall, 700 N. Main St. from 8 a.m. until 5 p.m. Monday through Friday. **Payment plans, budget plans, changing the due date of monthly bills, and other options are available.**

For questions or information about the changes, or to explore payment options, call 575/541-2111.

Las Cruces Utilities thanks you.