

Big Mesa MDWCA

P. O. Box 40, Conchas Dam, NM 88416

Ph. 575.868.4550, Fax. 575.868.2360

Email BigMesa@bigmesa-nm.com Website: <http://www.bigmesa-nm.com>

Application for Service

Name: _____ Date: _____

Spouse/Co-Owner: _____ Home/Cell Phone: _____

Mailing Address: _____ City, St, Zip _____

SSN: _____ DOB: _____

Email Address: _____ I would Like to receive: E-BILLS _____ Paper _____

Place of employment: _____ Work Ph. _____

Service address: _____ Section: _____ Block: _____ Lot: _____

- Must provide proof of Ownership showing sale or transfer of property. Proof consists of Warranty Deed, Settlement Statement, Real Estate Contract...etc. (must include legal description)**
- Must provide all necessary septic permit and/or transfer inspection documentation from County, State or Federal agencies.**
- Must provide a copy of Drivers License or ID card**

In the event of a leak at your property, please provide Big Mesa MDWCA with the name and phone number of a secondary contact person:

Name: _____ Relation: _____ Ph: _____

In consideration of the furnishing of service at the address above, I/We hereby agree to observe the rules and regulations of Big Mesa MDWCA as are on file in the office of the company at Conchas Dam, NM. Such rules and regulations being subject to changes or amendments.

I/We the undersigned, further agree that in the event of transfer of ownership, to have all water payments current to date of transfer. It is also agreed and understood that in the event of renting the property, I/We the undersigned will be responsible for water payments.

Customer Signature: _____ Co-owner Signature: _____

Fees

New Install	_____	\$2,000.00
Renew Service Fee	_____	\$1,000.00
Water Service Reactivation Fee	_____	\$ 500.00
Membership	_____	\$ 100.00
Transfer Fee	_____	\$ 100.00
Reconnect Fee	_____	\$ 150.00
Remove Lien Fee	_____	\$ 50.00
NM State Tax at 6.5833%:	\$ _____	

Customer's Account No.: _____

Total Due: _____

Paid: \$ _____ Method of Payment: _____ Received by: _____ Date: _____

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Information for New Residential Members

Billing

- All bills for water and solid waste collection are issued to members monthly between the first (1st) and fifth (5th) day of each month.
- Bills reflect charges for the previous month's usage and are due and payable by the twenty-fifth (25th) day of the following month.

Payments

- Payments may be made by **check, cash, or credit card**.
- **Mailed payments** should be sent to:
Big Mesa MDWCA, P.O. Box 40, Conchas Dam, NM 88416
- **In-person payments** are accepted at:
 - 216 Big Mesa Ave, Conchas Dam, NM
 - Community Collection Center, 7380 NM Highway 104, Conchas Dam, NM
- Payments may also be made **by phone through the Association business office or online** at www.bigmesa-nm.com.
- Payments postmarked on or before the **25th** of the month will be considered timely.
- The Association will work with any **residential member** who demonstrates financial hardship and is **not chronically delinquent** to establish a deferred payment plan for overdue balances.
- Payment plans may extend for up to **six (6) months**, taking into account the member's circumstances and the financial impact on the Association.
- Service will not be discontinued while a valid payment arrangement is in effect.
- If a member **defaults on an approved payment plan**, service may be disconnected after **seven (7) days' notice by certified mail**.

Delinquency Procedures

- **Second Month Delinquency:**
If payment is not received by the 25th following the second billing cycle, Association staff will contact the member by phone or email to address the delinquency.
- **Third Month Delinquency:**
If payment remains unpaid through the third billing cycle, a certified delinquency notice will be mailed advising the member that service is subject to disconnection if payment is not received by the 25th of the following month. The cost of certified mailing shall be added to the member's account.
- **Disconnection Schedule:**
Disconnects for delinquency or nonpayment shall be scheduled on the **twenty-sixth (26th)** day of each month. If the 26th falls on a Friday, weekend, or holiday, disconnection will be scheduled for the next business day.
- **Medical Hardship Protection:**
If, prior to disconnection, the Association receives:
 1. A certificate from a licensed healthcare practitioner stating that disconnection would endanger a person's life, **and**
 2. Written proof that the residential member lacks sufficient financial resources to pay the charges, service shall **not be disconnected**, regardless of any billing dispute.

- **Restoration After Medical Certification:**

If service has already been disconnected and the required medical certification and financial hardship documentation are received, service shall be restored within **twenty-four (24) hours**.

- **Restoration After Disconnection:**

Any member whose service was disconnected for delinquency or nonpayment must:

- Submit a new service application,
- Pay all outstanding balances,
- Pay a **\$350 security deposit**, and
- Pay all applicable reconnection and service fees.

The security deposit shall remain on account for a minimum of **twelve (12) months**. If no late payments occur during that time, the deposit may, at the Association's discretion, be applied to future charges.

- **Member Responsibility:**

Nothing in this section relieves any member of their legal obligation to pay for water service rendered by the Association.

Bill data: Please check the bill when it is received to ensure the information and charges are correct. If you have any concerns or questions, please contact the office as soon as possible so that it can be addressed and corrected if necessary.

You can pay online at www.bigmesa-nm.com or set your account up on Auto Draft. Contact the business office if you need assistance.

I/We have read the listed information and agree to the above.

Customer's signature: _____

Spouse/Co-Owner signature: _____

Date: _____