

FOR IMMEDIATE RELEASE

Public Information Office
City of Alamogordo
1376 E. 9th Street, Alamogordo, NM 88310
Office: 575-439-4264
Email: coapio@ci.alamogordo.nm.us



PUBLIC SERVICE ANNOUNCEMENT

CITY OF ALAMOGORDO

City of Alamogordo

City Hall Reopening to the Public

Alamogordo, NM Friday, May 15, 2020 The Governor's current Public Health Order 2020-026 expires May 15, 2020. Under the Governor's new orders, we can begin phase 1 of our reopening plan with the implementation of Covid Safe Practices (CSP). Beginning Monday, May 18th, City Hall will reopen to the public. As per the Governor's current public health order, citizens and staff will be required to wear a mask when in the building and social distancing is difficult. There will also be markings on the ground to help with social distancing. Staffing within City hall will continue to be limited and we are encouraging the public to continue to utilize our online services available to pay their water utility bill and traffic citations, update/manage business registrations, apply for jobs, and Planning and Zoning activities. Forms and other resources can be found and submitted on our website, please 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
Municipal Courts 575-439-4225

Reminder, the payment drop box in front of City Hall is also still available, please do not drop-off cash in this box. For updates and resources related to COVID-19 please visit our website at <https://ci.alamogordo.nm.us/636/COVID-19> Thank you for your cooperation and understanding as we begin the process of reopening City services. Please continue to practice social distancing, stay well and take advantage of all our online tools and resources.

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Contact for this Release

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

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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