

# FOR IMMEDIATE RELEASE

Public Information Office  
City of Alamogordo  
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## PUBLIC SERVICE ANNOUNCEMENT

**CITY OF ALAMOGORDO**

# City of Alamogordo

## Covid-19 Updates & City Hall Closure to the Public

**Alamogordo, NM Friday, November 13, 2020** Please be aware that due to COVID-19, the doors of City Hall will be closed to the public starting Monday, November 16, 2020. For any forms that need to be submitted please go to our website where you can find and submit them electronically. 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
- Alamogordo Public Library 575-439-4140
- Courts 575-439-4225
- City Attorney 575-439-4210

The Alamogordo Public Library curbside service will be temporarily suspended, but Alamo Senior Center's home delivered meals and curbside meals will continue. All City Departments are completely closed to the public, no exceptions. However, if you need to drop off a payment/court fine, the Utility Billing drop box is always available for checks or money orders. You can also make payments online. Shut offs of water utilities have been temporarily suspended by the City Commission. Business registrations and renewals with payments can be dropped off in the Utility Billing drop box as well. Planning & Zoning will have a separate bin in case you absolutely need to drop off any paperwork. All our departments will be available via phone or email, feel free to call or email at any time.

Office hours will remain from 8:00 am to 5:00 pm. For any updates on COVID-19 please visit : <https://ci.alamogordo.nm.us/636/COVID-19> you can also email us with COVID-19 questions or concerns at [covid19@ci.alamogordo.nm.us](mailto:covid19@ci.alamogordo.nm.us).

The following page has information and directions for Applications for New Utility Service.

### Contact for this Release

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Stephanie Hernandez  
Assistant City Manager  
575 439-4245  
[covid19@ci.alamogordo.nm.us](mailto:covid19@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](http://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](mailto: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.

