

FOR IMMEDIATE RELEASE

Public Information Office
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PUBLIC SERVICE ANNOUNCEMENT

CITY OF ALAMOGORDO

City of Alamogordo

Expanded Customer Service Hours

Alamogordo, NM Wednesday, September 15, 2021 Utility Billing Customer Service is excited to expand their in person hours beginning Monday, September 20, 2021. Thanks to the addition of new staff, Customer Service windows at City Hall will be open from 10 am - 12 pm and 1 pm - 5 pm. Staff will still be available via phone and email from 8 am - 12 pm and 1 pm - 5 pm. New payment kiosks that will be able to receive payments anytime are in process and will hopefully be available the beginning of November.

As a reminder, there are five convenient alternatives to paying your utility bill in person at City Hall.

- Via debit/credit card and electronic check on the City Website at the Online Utility Payments link.
- Auto draft to pay directly through some banks and financial institutions.
- Through the mail with a check or money order.
- Checks or money orders can be dropped off directly in the payment drop box outside City Hall.
- Over the phone, dial 575-439-4260 and select the proper option to pay your bill.

***Reminder:** Effective Tuesday, September 21, 2021, the City of Alamogordo will resume disconnection of water utility service for non-payment. If you are in disconnect status, please pay your past due balance on or before the disconnect date listed on your most recent utility bill. Payments can be made online, by US mail, in person, in the drop box at City Hall, or by calling 575-439-4260.*

If you have questions or need to discuss payment options to ensure your service is not interrupted, please call Customer Service at 575-439-4260.

Learn more on our website at the following link <https://ci.alamogordo.nm.us/237/Utility-Billing-Customer-Service>

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Contact for this Release

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