

Pueblo of Laguna Utility Authority

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IMPORTANT SERVICE NOTICE

November 16, 2020

The Pueblo of Laguna Utility Authority is continuing to take all necessary precautions during this time to help prevent the infectious spread of the COVID-19 (Coronavirus). We will continue to administer essential services to the greatest extent possible. However, in doing so, it critical that we ensure the safety of our customers and staff.

Certain business operations have been modified to accommodate service delivery and the safety of our workforce. The following is a listing of information on essential services that will be provided, which will remain in effect until further notice.

1. Business Operations

- a. **Customer Service** – Staff will be available to receive calls, instrument work orders and to provide routine assistance. This also includes assistance with emergency services.
 - **Administration & Operations** - customer service (billing, workorders, service applications), utility maintenance, emergency response
 - **In Office Hours** – Monday thru Friday 9:00 am to 2:30 pm.
(Customer Service Calls will continue to be received between 8:00 am and 4:30 pm M-F).
Weekends – Closed, except for emergency responses.
 - **Transfer Station** – curbside pick-up, public dumping & septic pumping
 - **In Service Hours** – Monday thru Friday 8:00 am to 2:30 pm.
(for emergency septic pumping, after current business hours, please call (505) 350-2940).
Weekends – Closed
 - **K’awaika Hanu Internet (KHI)** – customer service, work orders, new installations (some restrictions may exist).
 - **In Office Hours** – Monday thru Friday 9:00 am to 2:30 pm.
(Customer Service Calls will continue to be received between 8:00 am and 4:30 pm M-F).
 - **After Hour Customer Service** – for assistance with troubleshooting connectivity issues after current business hours, please contact the Neo Nova Customer Support Line at 1-855-326-6017 and follow the prompts.
Weekends – Closed
- b. **Emergency Services** - A water break or a sewer blockage is considered an emergency, please call our offices at (505) 552-9631 during current business hours. ***Important Note: The PoLUA responds to service areas that are either between the water meter and main line or between the sewer cleanout and main***

line. For after hour assistance, please call the On-Call number at (505) 414-4103.

- c. **Work Orders** - As standard protocol and when addressing workorders, all PoLUA service representatives will follow internal and external safety protocols for protection of themselves and that of others.
- d. **KHI Internet** – KHI is accepting applications for residential internet services. **Service installation will depend on the level of safety and current conditions of the COVID-19.** KHI will follow all screening and safety protocols before and during the work order process. Installation scheduling is based on a first come, first serve basis and is also dependent on the completeness of the application. For more information on internet services, please contact the Customer Service Representative at (505) 552-9631 during our current working hours.
- e. **Bill Payments** – Customers need to follow these steps for paying their monthly bill.
 - i. **Option #1 – In person payments are not being accepted.** Customers should use the secure drop-box for cash, check, or money order payments. Payments that are received through the drop-box, will receive a mailed confirmation receipt. Customers are encouraged to keep record of time and date payment was placed in the secure drop-box.
 - ii. **Option #2 – Paying over the phone.** During regular working hours, customers may pay their bills by using the phone system **ONLY if paying by debit/credit card or bank draft.**
 - iii. **Option #3 – Customers who have access to the PoLUA’s Website,** may use the E-Payment system **ONLY if paying by debit or credit card and bank draft.**
 - iv. When using any of the listed options for bill payment, customers should provide the following information –
 - a) account number
 - b) account holder’s name
 - c) physical address
 - d) phone number to contact if we have any issues processing the payment.
 - v. If a late payment is received, you **will not** receive a delinquency notice if the lateness is within a reasonable timeframe. **However, customers are encouraged to call the Customer Service Representative for notices of late payments.**
- f. **Systems Reporting** – The PoLUA maintains a strict water sampling and reporting protocol that is required by EPA. The PoLUA will continue to respond to the operations and maintenance of the domestic water system as well as the

wastewater facilities it is responsible for. Operators and field personnel will follow the necessary safety protocols for personal protection.

- g. **Solid Waste** – The Transfer Station will operate during the current business hours for regular curbside trash pick-up. Due to COVID-19, the Transfer Station will accept solid waste drop-off from tribal members only. ***Important Note: When scheduling changes are made or required, posting of modified schedules will be placed on the PoLUA Website and Facebook pages.***
 - h. **Septic Pumping** – Routine septic pumping service will continue to be performed unless otherwise restricted due to circumstances beyond our control.
- 2. Other Services:**
- a. **Delivery Services** – All delivery carriers will be directed to a designated drop-off location.
 - b. **Special Services** – Specialized vendors, contractors and consultants will be required to follow all safety protocols of the PoLUA and those of the Pueblo of Laguna EOC/Tribal Government.
 - c. **Porta-Potty Rental** - New rental and service agreements for open top waste bins and porta-potties will be limited. Existing service agreements will continue to be managed as applicable.
 - d. **Construction Water** - Contractors requesting the use of construction water will be screened and informed of community and company safety protocols. All contractors must submit their company Health and Safety Plan that is COVID-19 and up to date.
 - e. **Native Community Capital (NCC):**
 - i. Native Community Capital is a business tenant of the PoLUA property and is administering business operation in line with the protocols outlined herein.

Business Hours & Contact

10:00am – 2:00pm (hours expected to change soon)

Phone: (505) 552-7050

We thank you for cooperation and understanding during this challenging time. If you have any questions, please do not hesitate to contact our offices at the times and numbers specified above. Please visit our website and Facebook pages to stay updated with any changes.

Thank you!