

**Pueblo of Laguna Utility Authority**

P.O. Box 208  
Laguna, New Mexico 87026  
Office: (505) 552-9631  
Fax: (505) 552-9958



**IMPORTANT NOTICE**

January 2022

As a result of the increased number of quarantine and positive COVID-19 cases impacting employees of the Pueblo of Laguna Utility Authority, we are taking all necessary precautions to prevent further spread of the COVID-19 (Coronavirus) and any other associated strands of virus.

As an essential service provider, the PoLUA will continue to administer business operations to the greatest degree possible so that we can continue serving the Laguna Community. However, it is important to ensure the safety of our customers and staff, therefore the PoLUA has implemented a modified business and work schedule until further notice. The following is a listing of information for community and customers regarding essential services that will be provided.

**1. Business Operations**

- a. **Customer Service** – Staff will be available on-site or remotely to receive calls, instrument work orders and to provide routine assistance. Please be aware that longer than usual wait times maybe expected due to limited availability. This also includes assistance with emergency services.

**Business Hours - PoLUA & KHI Offices**

Monday thru Friday 8:00 am to 4:30 pm.  
Weekends – Closed, except for emergency responses.

**Transfer Station**

Monday thru Friday 8:00 am to 4:30 pm. (hours subject to change)  
Weekends – Closed

**Customer Service Contact Listing**

Phone #	Title	Employee Name
(505) 270-6187	Billing / Accounting	Jeanine Natachu
(505) 280-2336	Customer Service	Tiko Charlie
(505) 285-0493	Billing	Dawna Lucero
(505) 235-2480	Solid Waste / Septic	Harold Johnson Sr.

- b. **Emergency Services** – *Due to the limited availability of employees, emergency response will take precedence over non-emergency calls.* 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 related to these areas, please call the On-Call number at (505) 414-4103.*

- c. **Work Orders** - As standard protocol and when addressing workorders, all PoLUA service representative will follow internal and external safety protocols for protection of themselves and that of the 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, ext. 202 during our current working hours.
- e. **Bill Payments** – Customers need to follow these steps for paying their monthly bill.
  - i. **Option #1** - Customers should use the secure drop-box for cash, check, or money order payments as **in person payments will not be accepted**. 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**. [www.lagunaua.org/pay-my-bill](http://www.lagunaua.org/pay-my-bill)
  - 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 or situation. However, customers are encouraged to call the Customer Service Representative for notices of late payments.
- f. **Infrastructure Management** – 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 curb-side 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, Facebook page and the Pueblo's Emergency Notification System (ENS).***

For more information regarding Solid Waste contact Mr. Harold Johnson Sr., at (505) 235-2480 or Customer Service at (505) 552-9631.

- 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. **General Services** – For more information on supplemental services offered by the PoLUA, please visit our website at [www.lagunaua.org](http://www.lagunaua.org) or contact the Customer Service Representative at (505) 552-9631, during current working hours.
- b. **Delivery Services** – All delivery carriers will be directed to a designated drop-off location.
- c. **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.
- d. **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.
- e. **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.
- f. **Construction & Debris Waste** – The POLUA has made changes to how it receives and manages Construction & Debris Wastes. Please visit our website at [www.lagunaua.org](http://www.lagunaua.org) for more information.
- g. **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**

Hours of Operation: Call NCC for business hours

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!

# Supplemental Service Information

## Operations Department

- Water breaks – 5 ft from the home
- Temporary water shutoffs
- Construction Water & Water Meter Rental
- Sewer backups
- Septic backups
- Locating service lines for water and sewer

**Any of these services will require COVID screening questions before services are provided.**

## Solid Waste Department

- Solid Waste hurby pickup – Residential Service
- Solid Waste dumpster pickup – Commercial Service
- Solid Waste Transfer Station Tipping Service – Residential & Commercial Services
- Septic Pumping – PoL Residential Service
- Port-A-Potty Rental Service – Residential & Commercial Services
- Solid Waste Hurby Rental Service – Residential Services
- White Goods Pickup Service – Residential Services
- Large Item Disposal Services – Residential Services
- Electronic Disposal Services – Residential Services
- Used Oil and Antifreeze Disposal Services – Residential Services
- Construction Waste Disposal Services – Residential & Commercial Services

## Kawaiku Hanu Internet Services

- Up to 5 Mbps internet services – Available to Laguna, Seboyeta and Highland Meadows residents
- Installation of internet services
- Router rental or purchase of device
- Financing available for installation and route fees

**Installation and troubleshoot services will require COVID screening questions before services are provided.**

## Pueblo of Laguna Residential Assistance Programs

- Low Income Household Energy Assistance Program (LIHEAP) – Assist low-income Laguna households with electrical, gas, propane, butane, pellets and wood expenses. \*Assistance ends 03/31/2022 or until funds are fully distributed.
- Laguna Utility Payment Assistance Program – Assist low-income Laguna households with water, sewer, septic and solid waste expenses. Benefits are available for 12 months of services in 2022 \* Funding will become available after presentation to PoL Council on 2/19/2022.

### **Additional Assistance Programs Coming Soon**

- KHI Payment Assistance Program – Assist Laguna households with KHI internet installation fees, routers and monthly internet service expenses.
- Low Income Household Water Assistance Program (LIHWAP) Assist low-income Laguna households with water sewer and septic monthly expenses.

### **Delinquent Accounts**

- Customers are classified as delinquent when their account(s) are 90 days past due for both utility and internet services.
- Customers are encouraged to contact the Accounting Department staff to discuss their account balance and development payment arrangements or enroll in their company's payroll deduction to bring their account(s) current

### **Forms and Applications**

- The following forms are available outside the PoLUA Administration Office and can be returned during regular business hours or in the night drop.
  - Utility Account Service Application – used to request for new service or adding individuals to an existing account or transferring to another member.
  - All KHI Forms – New Service, Router Agreement, Installation Financing, Student Discount and Disconnection of Service.
  - Solid Waste Hurby Request – used to request for solid waste service
  - Employment Application – open vacancies: Wastewater & Water Operators, Meter Technician and Operations Coordinator.
  - LIHEAP Application – apply for benefits and instructions of required information to be submitted with application.

### **Utility and Internet Payment Options**

Phone: (505) 552-9631 Option 1

Direct Payment Line: (800) 949-1892

Online: [lagunaua.org/pay-my-bill](http://lagunaua.org/pay-my-bill)

Night drop located outside the PoLUA Administration Office

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(505) 285-0493	Billing	Dawna Lucero
(505) 235-2480	Solid Waste / Septic	Harold Johnson Sr.

**On Call Emergency Services**

Water/Sewer Services please call (505) 414-4103

Septic Services please call (505) 235-2480

Internet Service Issues please call (800) 949-1892