

Attention PoLUA and KHI Customers:

The increase in COVID-19 positive cases has impacted the PoLUA and KHI services. The PoLUA Administrative Office will be closed starting, January 5, 2022. Solid waste pickup services will continue as scheduled and PoLUA Transfer Station will be open to accept solid waste from the community. Customers are encouraged to self-transport solid waste if services are missed. The Transfer Station will be open Monday thru Friday, 8:00 am – 4:30 pm.

Staff will be available to answer calls, but services may be limited due to the availability of staff in quarantine.

On Call Emergency Services will be available

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

Septic Services please call (505) 235-2480

Internet Services please call (800) 949-1892

Utility and Internet Payment Options

Phone: (505) 552-9631 Option 1

Direct Payment Line: (800) 949-1892

Online: lagunaua.org/pay-my-bill

Night drop located outside the PoLUA Administration Office

Customer Service Contact Listing

Phone #	Title	Employee Name
(505) 270-6187	Accounting Manager	Jeanine Natachu
(505) 280-2336	Customer Service Rep	Tiko Charlie
(505) 917-3481	Accounting Assistant	Alberta Martinez
(505) 285-0493	Billing Specialist	Dawna Lucero
(505) 290-5232	Admin Assistant	Crystal Salvador
(505) 235-2480	Solid Waste Supervisor	Harold Johnson Sr.



Thank you for your patience and understanding.

