

# IMPORTANT NOTICE

From the Pueblo of Laguna Utility Authority along with  
K'awaika Hanu Internet



POLUA & KHI Customers with past due balances on their accounts for 90 days or more, are considered **delinquent** and must act now to avoid disconnection notices.

With authorization and support by the Board of Directors, the POLUA and KHI are reimplementing cancellation, termination, and disconnection of services and will begin working towards collections of all outstanding utility accounts. Utility accounts include water, sewer, septic, solid waste and internet services.

## WHAT SHOULD I EXPECT FROM THE POLUA & KHI?

Effective September 1, 2022, if your account is identified as delinquent or past due, you will be receiving a letter notifying you of your account status. This will be noted as a first attempt to resolving any outstanding balances owed on your account(s).

### HELPFUL TIPS & HINTS

If you know that your account is delinquent and want to take proactive measures to ensure you are not faced with a potential shut-off, here is what you can do.

#### **Contact the Pueblo of Laguna Utility Authority**

- ◇ Have your most current billing statement available to reference or request for an account history .
- ◇ Update your contact information such as phone number, mailing address, or email address.

#### **Apply for financial support through the following income-based programs:**

- ◇ Laguna Housing Development & Management Enterprise – Contact Intake Specialist, Susan Tharp at (505) 552-6430 Ext. 7010 or email, [susant@lagunahousing.org](mailto:susant@lagunahousing.org)
- ◇ Pueblo of Laguna Benefits Services Program – Contact phone #: (505) 552-5740
- ◇ POLUA—Payment Assistance Program; benefits can be applied towards water, sewer, septic, and solid waste or Low Income Household Water Assistance Program; benefits can be applied towards arrear balances for water, sewer & septic—Contact phone #: (505) 552-9631.

#### **Ask for a payback agreement**

- ◇ Options are available for POLUA and KHI customers.
- ◇ Payment options can be reasonable and affordable based on the account balance.

#### **Don't wait until it's too late**

- ◇ The POLUA and KHI delinquency plan efforts is an attempt to work collectively with our customers whose accounts are delinquent.
- ◇ We want to work with our customers in an effective and positive manner that is fair and reasonable.

### FREQUENTLY ASKED QUESTIONS

**Q:** What utility service will be disconnected?

**A:** Water, sewer, septic, solid waste, and internet services

**Q:** What can I do if I haven't received a monthly statement?

**A:** Not receiving a monthly statement, is not a reason to not making payments, which is outlined in the POLUA Tariffs. Contact the POLUA to verify and update your contact information.

**Q:** What if the primary account holder is deceased?

**A:** The next of kin would need to contact the POLUA and submit a completed Utility Service Agreement along with a death certificate and verification letter or deed that the new applicant has rights to the home.

**Q:** What if the primary account holder is not currently residing at the service address and is needing to add another responsible party to the account?

**A:** An occupancy letter or statement and a completed Utility Service Agreement with both account holder's names and signatures will need to be submitted.

#### **Pueblo of Laguna Utility Authority Contact Information**

**Physical Address:** 6 Arrowhead Rd, Laguna, NM 87026

**Mailing Address:** PO Box 208, Laguna, NM 87026

**Phone #:** (505) 552-9631

**Fax #:** (505) 552-9958

**General Email:** [poluacustomerservice@lagunaua.org](mailto:poluacustomerservice@lagunaua.org)

**Website:** [www.lagunaua.org](http://www.lagunaua.org)

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

**Phone:** (505) 552-9631 Option 1

**Direct Payment Line:** 1-800-949-1892

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

Night drop located outside the POLUA Administration Office