

Pueblo of Laguna Utility Authority

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**IMPORTANT INFORMATION REGARDING COVID-19
(CORONAVIRUS), Updated 5/1/20**

EFFECTIVE May 1, 2020 AND IN LINE WITH THE PUEBLO OF LAGUNA'S STAY AT HOME ORDER, THE FOLLOWING PROVISIONS WILL BE IN EFFECT UNTIL FURTHER NOTICE.

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). 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 necessary to ensure the safety of our customers and staff, therefore the PoLUA will be imposing the following protocols and mandates until further notice to help safeguard.

1. Operational

- a. **Business Hours:** Essential staff will remain in place and will be available for limited services to the public.
Monday thru Thursday 9:00 am to 2:30 pm.
Friday thru Sunday – Closed (***Transfer Station is closed on weekends but is being evaluated Saturday openings.*)
- b. For assistance with emergencies and routine services between the hours of 9:00 am to 2:30 pm Monday thru Thursday, please call the main line at (505) 552-9631.
- c. *For after hour assistance related to emergencies, please call the on-call line at (505) 414-4103.*
- d. Contractors requiring the use of construction water will be evaluated on a case by case bases. When allowance is authorized, contractors must submit a Health and Safety Plan that is acceptable to the PoLUA.
- e. **Bill payments** – Customers should follow these steps for paying their monthly bill.
 - i. In person cash payments will not be accepted. Customers should use the drop-box for cash, check or money order payments. Payments received through the drop-box will receive a mailed confirmation receipt. Customers are encouraged to record of time and date payment was submitted through the box.
 - ii. Use over the phone system if paying by debit or credit card and bank draft.
 - iii. Use the E-Payment system if paying by debit or credit card and bank draft.
 - iv. Customers should provide the following - account #, account holder's name, physical address and phone # to contact if we have any issues processing the payment.

- v. Delinquency notices will not be issued for late payments. However, customers are encouraged to call for arrangements.

f. Other Services:

- i. If you experience a water break or a sewer blockage, please call our offices at (505) 552-9631. 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 call the on-call number at (505) 414-4103.
- ii. As standard protocol when addressing workorders, the PoLUA will practice precautionary measures, in line with EPA regulations and OSHA standards.
- iii. Delivery carriers will be directed to a designated drop-off location.
- iv. Vendors, contractors and consultants will be suspended from current work activity. This include food vendors
- v. The PoLUA manages a strict water sampling and reporting protocol that is required by EPA, this will remain consistent with day-to-day practices.
- vi. Solid waste trash pick-up and septic tank pumping services will be provided to Laguna community members only.
- vii. Transfer station will remain open for solid waste handling and drop-off for Laguna community members only.
- viii. New service agreements for open top and porta-potty rentals will not be offered, unless otherwise approved by General Manager and Accounting Manager. Existing service agreements will continue to be managed as applicable.
- ix. **KHI** - All service orders pertaining to in-home services which include installations, will be suspended until further notice.

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

Thank you!