

Pueblo of Laguna Utility Authority

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



**IMPORTANT INFORMATION REGARDING COVID-19
(CORONAVIRUS), Updated 3/25/20**

The Pueblo of Laguna Utility Authority is taking 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.

****UPDATE:** Effective March 26, 2020 to April 10, 2020, the PoLUA Office hours will be as follows:

- Monday thru Thursday 9:00 am to 2:30 pm.
- Friday thru Sunday - Closed

- Essential staff will remain in place and will be available for limited services. For information and assistance not related to emergencies or after-hours services, please call (505) 208-1713. For after-hour services including emergencies, please call (505) 414-4103.

- Contractors drawing water for construction purposes, will be directed to cease extraction of water from the PoLUA managed water system immediately. Failure to comply may result in suspension or termination of use.

Administration

- The front lobby to the PoLUA offices be will closed to all public traffic effective Friday, March 20, 2020.
- Bill payments – Customers should follow these steps for paying their monthly bill.
 - 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. Use over the phone system if paying by debit or credit card and bank draft.
 - Use the E-Payment system if paying by debit or credit card and bank draft.
 - Customers should provide the following - account #, account holder's name, physical address and phone # to contact if we have any issues processing the payment.
 - Delinquency notices will not be issued for late payments. However, customers are encouraged to call and make arrangements.

- Delivery carriers will be directed to a designated drop-off location.

- Vendors, contractors and consultants will be suspended from current work activity. This include food vendors.

Operations

- The PoLUA will continue to administer emergency and non-emergency work orders as they come in. If you experience a water break or a sewer blockage, please call our offices at (505) 552-9631. Please keep in mind that 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 call the on-call number at (505) 414-4103.
- As standard protocol when addressing workorders, the PoLUA will practice precautionary measures, in line with EPA regulations and OSHA standards.
- The PoLUA manages a strict water sampling and reporting protocol that is required by EPA, this will remain consistent with day-to-day practices.
- The continuance of day-to-day inspection and oversight of the community systems will be maintained at the highest level.
- Septic tank pumping service will be suspended in the following areas: Highland Meadows, Seboyeta, and Cubero.
- Solid Waste trash pick-up and septic tank pumping for the Laguna community will continue to be available.
- New service agreements for open top and porta-potty rentals will not be offered. Existing service agreements will continue to be managed as applicable.
- Transfer station will remain open for solid waste handling and drop-off for Laguna community members only.

KHI

- All service orders pertaining to in-home services which include installations, will be suspended.

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!