



We are here to help you.

Aztec Utility Customer Service



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Billing & Payment - Understanding Your Bill

[Why Is My Bill High?](#)

Hot Summer Weather

Special weather conditions during the summer may cause your electric bill to be slightly higher than normal. Warmer weather can mean:



- Higher than average air conditioning use.
- Swimming pool or spa pump running longer.
- Extended use of swimming pool and spa pumps.
- Refrigerators and freezers working harder.
- Increased energy usage to keep refrigerated or frozen items cold.

Cold Winter Weather

Cold Winter Weather Special weather conditions during the winter may cause your electric bill to be slightly higher than normal because of:



- Increased use of fans in heating system (electric or gas).
- Increased use of portable electric heaters.
- Extended use of lighting during longer nights in special conditions.
- Use of holiday lights and entertainment appliances.

Year-Round Issues

There are a number of special conditions that may cause your electric bill to be slightly higher than normal throughout the year. These factors include:



- More days than average in the billing period.
- Bill may include an unpaid balance.
- An unpaid balance from one of your multiple accounts was included on your bill for this account.

Your Meter & Bill



Mechanical electricity meters were introduced over a century ago



Smart meters were introduced about 15 years ago

Reading your meter

Knowing how to read your meter can help you track your energy use and use your energy more efficiently. If you've never read your meter before, follow the instructions below. Reading a meter is easier than you think.

Locating Your Meter

If you live where there are several meters on the wall, your meter will be labeled with a Meter Number. **Need help locating the correct meter number? Call our office and we can help you with that?**

Before you can read your meter, you have to find it. Use the following tips to locate your meter.

- The meter is usually near the main fuse box or panel of circuit breakers
- The meter is usually on the outside of the house or apartment building
- The meter is usually about 5 feet above ground level
- The meter has a round glass bowl covering five small dials or a digital display that look like tiny clocks.

Reading Your Meter - Smart Meter

The smart meter cycles through different digital screen displays. Each screen stays visible for five seconds. Look for the screen that displays "001" in the upper left-hand corner as shown on the meter display at right. This screen will provide you with the recorded total kWh consumption value.

Every time you use one kilowatt hour (kWh) of electricity, the meter screen display will increase by one number. The speed at which the kWh value increases depends on how much electricity you are using at a given time. The digital display represents a "cumulative" read and works like a car's odometer (i.e., the total number of miles your car has been driven).

To figure your total kWh energy use for a given time, simply subtract an earlier reading from your current reading.

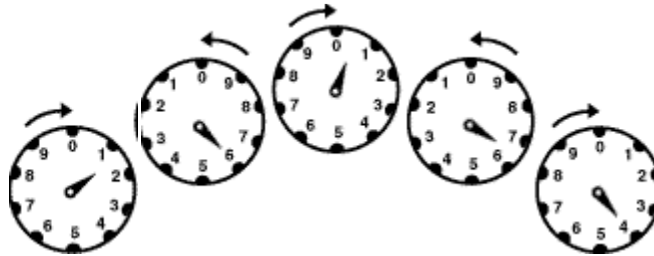
Reading Your Meter - Mechanical Meter

A meter reading consists of 4 or 5 numbers. Use the following steps to read your meter correctly.

1. Your meter will have 4 or 5 round dials numbered clockwise from 1 to 0.
 - o Pointers indicate the reading on each dial.
 - o The pointers rotate in alternating directions (see example below).
2. Starting with the dial on the right and proceeding to the left, record the numbers indicated.
 - o If a pointer is between two numbers, record the LOWER number.
 - o If a pointer is directly on a number, check if the pointer on the dial to the right has moved past zero. If it has NOT passed zero, record the lower number from the original dial.
3. Congratulations! The 4- or 5-digit number (depending on the number of dials on your meter) you've just recorded is your new meter reading.
4. To determine how much electricity (measured in kilowatt-hours, or kWh) you've used since your meter was read last, subtract the previous meter reading (from the usage section of your bill) from your new meter reading.

Example:

The meter below reads 16064, as follows:



Reading a Meter Dial

Pointer 5	Pointer 6	Pointer 3	Pointer 2	Pointer 1
1	6	0	6	4

Energy Usage

Current reading	16064
Prior reading	14212
Kilowatt hours	1852

[When does the City of Aztec read my meter?](#)

Normally, the City of Aztec reads your meter every 27-33 days. You can review the read dates on your monthly statement, we do our best to read your meter on or about the same date every month, unless the date falls on a Friday, Weekend or Holiday it will be read the next business day. The City of Aztec tries hard to keep billings on a 30 day cycle, for consistency to avoid fluctuations in high and low energy bills.

[Comparing Your Meter & Your Bill](#)



Though City of Aztec prides itself on meter reading accuracy of more than 98%, errors do occur. The steps listed below will help you verify our meter reading.

If you have trouble finding the appropriate information on your bill, give us a call and we can walk you through it.

1. Find the *Usage* section of your bill.
2. Under the heading *Dates and Readings* are two columns labeled *From and To*. The top numbers in the *To* column contain the date of your last meter reading. The numbers beneath the date tell you what this reading was. Write down this number.
3. Get the current reading from your meter. If you are unable to read your meter, call Aztec Utility Office and we can send our Meter Technician to assist you. It also may mean that we need to service your meter, sometimes the digital displays fade, your meter will still function properly.
4. Compare your reading with the reading on your bill. Your current meter reading should be higher than the reading on your bill. If the meter reading on your bill is higher than your reading on the meter please call the Aztec Utility office to schedule a re-read of your meter. Have the following information handy:
 - o Your Name.
 - o Your utility account number or your address
 - o The meter reading on your bill, including the date.
 - o Your own meter reading, including the date you read your meter.
 - o A customer service representative will issue a work order to have your meter re-read and follow-up with you when the work order is complete usually within a day or two.

If the number you read off your meter is slightly higher than the meter read on your bill, you may want to take a closer look at your energy usage during this billing period. To do this, subtract the

meter read on your bill from the new read you obtained. Divide the difference by the number of days to get your daily average. Compare this figure to the daily average on your bill.

Here are some things to look for as you examine your bill:

1. In the *Usage Comparison* area of the *Electricity or Water Usage* section. If the number of service days is higher than previous months, your usage this month may be slightly higher.
2. Some other reasons for higher usage include:
 - Weather conditions requiring greater heating, cooling, or swimming pool or spa pump usage than last year.
 - The addition of new electrically-powered equipment including appliances, pool or spa heaters or motors, leaf blowers, personal computers or printers, large-screen TVs, large aquariums, larger refrigerators or freezers, waterbeds, trailers or RVs, engine block heaters, etc.
 - Guests, visiting relatives, students home for the holidays, workers on a remodeling project, or other additional people in your home using electrical appliances.
 - Check the *Message* area of your bill located at the bottom of your bill. It may show a past due message indicating that your payment was made after the current bill was mailed out or a payment for the prior month may still need to be paid.

Frequently Asked Questions- FAQs

Energy Use

Understanding how much energy you use in your home is the first step toward making smart energy-saving decisions. Choose from the commonly-asked energy use questions below for more information.

1. **How can I lower my electric bill?**
2. **How much electricity does my home use?**
3. **What makes my electric bill so high sometimes?**
4. **How much electricity do different appliances use in my home?**

How can I lower my electric bill?

To get started, here are three of the best ways we know to save energy:

- Keep inside air in and outside air out. Insulate, weather strip, and caulk cracks and holes.
- Adjust your thermostat higher in warm weather and lower in cool weather so your heating and cooling systems don't have to work so hard.
- Conserve energy. Turn off lights, TV sets, appliances, and other electricity users when not needed.

How much electricity does my home use?

Electrical use is measured in kilowatt-hours (kWh), in the same way gallons are used to measure gasoline.

One kWh equals 1,000 watts of electricity used during one hour.

The amount of electricity used during each billing period is in the far right column of your statement, under "Electricity Usage." .

What makes my electric bill so high sometimes?

Some of the most common causes of higher-than-expected electric bills are weather-related.

In **hot weather**, your electric bill may reflect:

- Higher-than average air conditioning use.
- Extended use of swimming pool and spa pumps.
- Increased energy needed to keep refrigerators and freezers cold.

In **cold weather**, you may use more energy when:

- Heating systems are in use more.

- Portable electric heaters are in use.
- More lighting is required for longer nights.
- Holiday lighting and appliances are used for entertaining.

Your electric bill may also be affected by:

- More days than average in the billing period.
- A previous unpaid balance.
- The balance from multiple accounts included on your bill.
- Though City of Aztec can boast meter reading accuracy of more than 98%, sometimes errors do occur. If you think the meter reading on your bill is in error, you can request a us to re-read your water or electric meter by calling our office and speaking to one of our customer service representatives.

[How much electricity do different domestic appliances use?](#)

You can estimate the amount of electricity an appliance uses with the equations below.

Note that these equations do not account for the power required by motorized appliances, such as air conditioners, dishwashers, and refrigerators. Additionally, these equations assume that the power supply is single-phase, which is typical for most homes.

First determine the amount of power (watts) of the appliance. Manufacturers typically indicate the wattage on the back of the appliance. If the wattage is not given, look for the amperage (AMPS) and voltage (volts) listed on the appliance.

To determine how much it costs to operate an appliance for a month, simply multiply the wattage times the number of hours the appliance is used and divide by 1000 to get the kWhs.

For example, let's calculate the monthly cost of a 60 Watt light bulb used 5 hours per day:

60 Watts X 5 hours per day = 300 Watt hours
 300 Watt hours X 30 days per month = 9000 Watt hours
 9000 Watt hours / 1000 = 9 kWh
 9 kWh X \$0.14 = \$1.26 Monthly cost to operate

KWH CONVERSION

AMPS X VOLTS = WATTS

WATTS X HOURS USED = WATT HOURS

WATT HOURS / 1000 = KILOWATT HOURS (kWhs)

kWh X \$0.14 = HOURLY COST

Service

Providing excellent service is a top priority at the City of Aztec. Choose from the commonly-asked service questions below for more information.

1. What geographical area does the City of Aztec serve?
2. How do I contact the City of Aztec Utility Departments?
3. How do I turn service on at the City of Aztec?
4. What are the customer service business hours for the City of Aztec?
5. Do I have to pay a deposit when I apply for new service?
6. How can I avoid paying a deposit?
7. Are there any reconnection fees?
8. How do I terminate my utility service with the City of Aztec?
9. What hours can I reach City of Aztec by phone?
10. What services does the City of Aztec provide within the home?
11. How do I transfer electric and/or water service to my name?
12. What if I want to file a complaint?

What geographical area does the City of Aztec serve?

The City of Aztec serves the city limits of Aztec with some surrounding areas with water service. To find out if you live in the City of Aztec Utility service territory review our [Service Area Map \(PDF\)](#).

How do I contact the City of Aztec Utility Departments?

Customers can call **1-505-334-7670**. Also visit specific departments and services located on our website at www.aztecnm.gov.

For after hours non-emergency outages customers can call San Juan County Dispatch 1-505-334-6622 to report an outage.

How do I turn electric and/or water service with the City of Aztec?

You will need to complete a customer service application in person. You also will need to provide the following:

A copy of your proof of purchase or lease agreement.

A letter of credit from another utility company (electric, gas or water) for the last 12 consecutive months, showing a good payment history. (No delinquents). If unable to provide a letter of credit a deposit will be required. For electric service the deposit is \$100, if the account will have a metered water service, the deposit will be an additional \$100. If the account is for metered water service only, outside city limits, the deposit will be \$150.00.

Call our Customer Service number at **1-505-334-7670** for more specific information.

In most cases service will be activated within 24 hours of application. A \$30 service-establishment fee will be added to your initial billing statement. (We do not establish service on Fridays, Weekends or Holidays.)

For more information, view the [City of Aztec Utility Fee Schedule \(PDF\)](#)

To help us serve you faster, please have the following information available to complete an application.

- Name(s) of applicant and co-applicant.
- Service address (where service is to be turned on)
- Home phone
- Alternate phone number (work, answering service, etc.)
- Social Security Numbers for applicant and co-applicant.
- Driver's License number for applicant and co-applicant
- Mailing address (if different than service address)
- Date you would like service to be turned on (Monday through Thursday)
- Copies of lease agreement or proof of purchase
- We will also take a copy of a photo identification card.
- For identity theft purposes, the name(s) on the application, lease or purchase agreement and photo identification must match with the person(s) presenting the application.

[What are the City of Aztec Customer Service business hours?](#)

You can reach us 10 hours a day (7:00am to 6:00pm), four days a week (Monday through Thursday), by calling **1-505-334-7670**.

After hours outages can be reported by calling San Juan County Non-emergency number 1-505-334-6622.

[Do I have to pay a deposit when I apply for new service?](#)

If you have not yet established credit with us, you may be asked to pay a security deposit. Our representative will explain the amount of your deposit.

Deposits must be paid at the time account is setup. Deposits cannot be billed.

After you have paid your residential statements on time for 12 months, we can apply your deposit to your utility account at your request. The refund will be applied as a credit to your statement.

[How can I avoid paying a deposit?](#)

- If you have a good payment record with the City of Aztec at a previous address and has been for the last 12 consecutive months.
- By providing a letter of credit from your previous energy utility for the last 12 consecutive months and it is in good standing, no more than 2 late payments within the 12 months.

[Are there any reconnection fees?](#)

Yes. If you are reconnecting service due to non-payment, the reconnection charge is \$20.00 same-day service during business hours, and \$50.00 for night or weekend service.

[How do I terminate service with the City of Aztec?](#)

The account holder(s) can call 1-505-334-7670 or stop by our office located at 201 West Chaco in Aztec.

To help us serve you faster, please have the following information available:

- Account Number or Service address (where service is going to be turned off)
- The effective date you would like service turned off
- Date you would like service turned off
- Address where you would like us to mail your final City of Aztec statement.
- You may be asked to verify your identity when calling in by verifying certain information you provided us when you setup your account.

[What hours can I reach the City of Aztec Utility Office by phone?](#)

Customer Service representatives are available 10 hours a day, four days a week, at **1-505-334-7670**.

Business hours are 7am to 6pm, Monday through Thursday.

[What services does the City of Aztec provide within the home?](#)

Our services take place almost entirely outside the home. The City of Aztec owns the wires, poles, transformers, and meters that serve your home, and we're responsible for maintaining and repairing them. It is the homeowner's responsibility to maintain and repair the main electrical panel, inside wiring, outlets, and other fixtures and equipment, water service lines and connections. If repairs are needed, check the Yellow Pages for a licensed professional.

[How do I transfer electric service to my name?](#)

If you are a property manager or landlord you can Call **1-505-334-7670** to transfer the name from your tenants to your name.

Existing customers will need to update your application in person and provide the new information for your new utility service location, such a copy of lease or purchase agreement, account balance from previous address must be paid before utilities will be turned on.

[What if I want to file a complaint?](#)

To file a complaint, we request that you call our office first at **1-505-334-7670**. We will investigate your concerns and do our best to resolve any issues we will get back to you with an explanation and a solution if necessary. If, after an investigation by the appropriate department,

you are still not satisfied, you can contact the Aztec Finance Director at 505-334-7653 or the City Manager at 505-334-7602.

Billing & Payment

At the City of Aztec, we provide our customers with a variety of convenient ways to manage their bills. Choose from the commonly asked billing and payment questions below for more information.

1. **I want to pay my bill in person. Where do I go?**
2. **What billing and payment options are available?**
3. **What can I do if I can't make a payment on time?**
4. **How can I request a duplicate copy of my bill?**
5. **What if I dispute my bill?**
6. **How much time do I have to make my payment?**
7. **How can I obtain the balance on my account?**
8. **Where do I find my account number?**

I want to pay my bill in person. Where do I go?

We are located at 201 West Chaco in Aztec.

What billing and payment options are available?

The City of Aztec offers many different billing and payment options.

- **Online Billing and Payment** allows you to make payments over the Internet, as well as review your bills online. You have two options for receiving and paying bills online
 1. To pay your Aztec utility bills online, visit our website www.aztecnm.gov , click City Services, scroll down to Utility Billing click to pay or view account on line. You will need your 5 digit account number and the first 3 digits of your utility address. If you need assistance logging into your account, please give us a call and we would be happy to assist you. Call us at 1-505-334-7673.
 2. You can also pay your bill through a bill payment service provider such as a bank.
- **Pay-by-Mail** is the method of mailing a check or money order (never cash) in the envelope provided.
- **Direct Payment** automatically deducts your payment from your checking account every month. Direct payment is a free service. A bank draft authorization form is available for print on line, visit our website aztecnm.gov, click City Services, scroll down to Utility Billing, look for Bank Draft or you can stop by our office to complete the authorization form in person.
- **By Phone** is a payment option that allows you to pay your bill over the phone using your credit or debit card..
- **Pay in Person** allows you to pay your bill at our friendly customer service counter.

- **Drop Box** allows you the convenience of driving up and dropping your payment in our drop box located in the parking lot near our offices at 201 West Chaco, Aztec NM or if you like we also have a box located near the entrance of our lobby door.

[What can I do if I can't make a payment on time?](#)

If you are having **difficulty paying your electric bill on time**, please make arrangements with the City of Aztec before the payment is due.

To make a payment arrangement or extension, the account holder must come into our office in person to setup and sign the payment arrangement.

[How can I request a duplicate copy of my bill?](#)

You can request a duplicate bill by calling our office and speaking to a customer service representative at 1-505-334-7670. You can also print one by visiting our website at www.aztecnm.gov, click City Services, scroll down to Utility Billing click to pay or view account on line. You will need your 5 digit account number and the first 3 digits of your utility address. If you need assistance logging into your account, please give us a call and we would be happy to assist you. Call us at 1-505-334-7673.

[What if I dispute my bill?](#)

Higher than normal bills can occur at any time throughout the year, the City of Aztec **High Bill Helper** can help you understand your bill and find ways to save. If you still think your bill is incorrect, call us at (505) 334-7670 and speak with a customer service representative.

[How much time do I have to make my payment?](#)

Your bill is due 19 days after the date the bill was prepared. Bills are mailed out by the 25th of each month and are due the 10th of the following month. Following the 10th of each month a ten (10) day grace period is given until the 20th of each month before any penalties are added to the account.

[How can I obtain the balance on my account?](#)

You can obtain your balance by calling our office and speaking to a customer service representative at 1-505-334-7670. You can also view online by visiting our website www.aztecnm.gov, click City Services, scroll down to Utility Billing click to pay or view account on line. You will need your 5 digit account number and the first 3 digits of your utility address. If you need assistance logging into your account, please give us a call and we would be happy to assist you. Call us at 1-505-334-7670.

[Where do I find my account number?](#)

You will find your customer account number in the upper right corner of your City of Aztec statement. This identifies your account number in City of Aztec records. When possible, please use this number when requesting information about your account.

[Power Outages](#)

Occasionally, you may experience a temporary loss of power due to weather or other circumstances. Choose from the commonly-asked power and outage questions below to plan ahead, so you won't be left in the dark.

[What do I do if the power goes out?](#)

Call the City of Aztec anytime your electricity goes off for longer than a few minutes. During normal business hours, Monday through Thursday, 7am to 6pm, call **(505)334-7670**, If after hours call (505) 334-6622

If any of your lights or electrical appliances are still working, you've blown fuse or tripped a circuit breaker. Replace the fuse or reset the circuit breaker to restore power to the affected areas of your home. Visit [Circuit Breakers & Fuses](#) for instructions on how to reset your circuit breaker or replace fuses.

Before you call the City of Aztec about a power outage, if possible, check if your neighbors' lights are off as well. It's very helpful if you can let us know if the power outage affects more than just your home.

If the outage is widespread, our phone lines may be busy when you call. Please be patient. Your information is important to us, since it may be our only report from your neighborhood at the time.

If you have noticed any fallen power lines, call 505-334-7670 or 505-334-7667 if no answer, call 505-334-6622. STAY AWAY and keep others away from downed lines; they are dangerous and can cause serious injuries.

Outage Essentials: Make a Kit

Something the City of Aztec takes pride in is that outages rarely happen in Aztec and when they do it is for short period of time. However, outages happen for a variety of reasons, including grid overload during summer's hottest days and nights. Get started here by putting together your own outage kit with essentials like first aid and flashlights, to keep you safe and comfortable when the power goes out for long periods of time.

Home Outage Kit Checklist

- First aid kit including unexpired prescription medications
- Special needs items for infants, elderly and/or disabled
- A Battery-Operated Radio to access news reports
- Fresh batteries for all necessary equipment
- Bottled water - at least one gallon per person, per day
- Non-perishable food that doesn't require cooking
- Manual can opener
- Several coolers or ice chests to store ice if the outage is lengthy
- Non-cordless phone to plug in during outages
- Flashlights - store them where you can easily find them

Circuit Breakers & Fuses

It's important to know how to care for and replace fuses and how to reset circuit breakers in your home in case of an electrical power outage.

Use extreme caution when working with your home's electrical system. If you are not confident you can perform a procedure safely, call a qualified electrician.

Circuit Breakers

- Familiarize yourself with the location of your circuit breakers and fuses. They're usually in a metal box on an outside wall near the electric meter.
- Label your circuit breakers and fuses so that you know which one protects which circuit in your home.
- Know how to reset your circuit breakers. You'll need to reset your circuit breakers after one or more of them have been switched off. Turn off the lights or appliances you were using and check the circuit breaker panel to find any breakers that have been switched off.
- A switched-off breaker may look like it's still on, or it may have moved to another position. That's why it's a good idea to label your circuits.
- To reset a circuit breaker, switch it off and then on again. If the switch is a push button, it will pop out to turn off the circuit. Pushing it all the way in will reset it.
- If the breaker trips again when you turn on the lights or appliances you were using, you may be overloading the circuit. Move an appliance to a different circuit by plugging it into another outlet.
- If you still have no electricity after you've reset your circuit breakers, try turning off the main breaker switch and all your circuit breaker switches. Then turn on the main breaker switch and reset each circuit breaker switch.

Fuses

Unlike a circuit breaker, a fuse needs to be replaced when it gets overloaded, so you should keep extra fuses on hand in the sizes you need.

- A blown fuse is easy to spot. It will have a melted strip in the center of its glass top, or the glass will look smoky.
- Use a flashlight --never candles!-- to illuminate your fuse box, if needed.
- To replace a blown fuse, turn off the appliances and lights you were using. Turn off the main switch on the fuse box (it may be a cartridge fuse in a block that must be pulled out completely). Check the fuses to find the blown fuse. Be sure to replace the blown fuse with the proper size, or you may cause a fire. When in doubt, use 15-amp fuses. Never substitute an object, such as a coin or a paper clip, for a fuse.

- If you still have a problem when you turn the main switch back on, call us at 505-334-7670.

Residential High Bill Helper

We're Here to Help

Your electricity bill may sometimes vary for unexpected reasons, such as higher energy usage on hot days. If you're having difficulty paying your bill, or want tips on how to conserve energy and lower your costs, we can help. We offer a variety of solutions to help you manage your energy bills, and to provide assistance when you need it.

Payment Arrangements



Having problems paying your energy bill on time?

Residential Payment Arrangement

If you are having difficulty paying your electric bill on time, please make arrangements with the City of Aztec before the payment is due.

Payments are due the 10th of each month, if not paid by the 20th of each month a 5% penalty will be assessed to any unpaid balance, the next bill will go out by the 25th of the month, the first Wednesday of each month disconnect notices are delivered to the door to customers with a past due balance and have not made a payment arrangement with the City of Aztec. A \$20.00 disconnect notice fee is added to the account.

NOTE: Not all accounts are eligible for payment arrangements.

Accounts not eligible for Payment Arrangement:

- Closed accounts
- Accounts enrolled in the City of Aztec Auto Bank Draft or Direct Payments.
- Accounts enrolled in Budget Bill Pay Plan.

Contact Us

You can contact us at **1-505-334-7670**, Monday through Thursday from 7 a.m. to 6 p.m. for more information.

The account holder must come into our office to sign the payment arrangement; we cannot accept someone other than the account holder to sign the payment arrangement. If you are past due please look at the bottom of your monthly statement for a notice indicating when a payment arrangement must be made to avoid disconnection.

Financial Assistance



If you are having difficulty paying your bill, please contact us immediately. You may be eligible for a payment arrangement or other financial assistance.

Financial Assistance

The City of Aztec offers a utility assistance program for customer needing help with utility bills. We also provide a listing other entities that offer financial assistance.

If your final due date has **not expired**, please call **(505) 334-7670** immediately to avoid a shut-off and discuss your options.

Do not mail your payment as it may not be received in time.

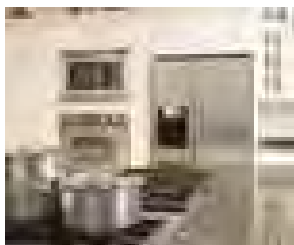
If you have received a past due notice and the due date has **not yet expired**, you can request a payment arrangement by coming into our office during normal business hours.

Call **(505) 334-7670** to see if you're eligible for a **payment arrangement** or other available financial assistance.

Depending on your family *income*, and household *size*, you may be eligible for LIHEAP, (Low-income Energy Assistance Program) funded through the State of New Mexico Human Services Department.

[Ways to Save on your energy costs!](#)

Appliances



Why Recycle Your Old Refrigerator or Freezer?

- You may save up to **\$180** per year on your energy bill* by switching to a new, energy efficient model or disposing of a spare.

Did You Know? Facts About Older Refrigerators and Freezers

- Older refrigerators and freezers use twice as much electricity as newer models.
- Purchasing a new, energy-efficient model will lead to ongoing cost savings on electric bills.

What Happens to My Old Refrigerator?

Old appliances are carefully dismantled at recycling centers. The focus is on recycling in an environmentally safe manner.

Chlorofluorocarbon (CFC) refrigerants, mercury, polyurethane foam insulation with CFC 11, glass, and oil are removed, leaving other materials such as metals and plastics that can be recycled for new uses.

Water Heaters

Lower Your Hot Water Temperature

Decrease your energy usage — and costs — by lowering the temperature on your electric water heater. A typical electric water heater has two thermostats and two heating elements — one in the upper third and one in the lower third of the tank. Each thermostat is covered by a metal plate fastened by screws.

Tips for lowering the temperature:

- Turn off the circuit breaker.
- Using a screwdriver, remove the metal plates covering the thermostats
- Push aside the insulation to see the thermostats.
- Set both thermostats to 120° or to "low."
- Replace the insulation and the metal plates.
- Turn the circuit breaker back on after the metal plates are securely in place .

NOTE: It's better to let a professional lower the temperature of a gas water heater.

Hot Water Heater Insulation

If your water heater is located outdoors or in an unheated area of your home, or if it feels warm to the touch, it may need more insulation. A water-heater blanket reduces heat loss and the energy used to maintain the temperature of the water (up to 10%). Water-heater blanket kits are available at most home improvement centers and hardware stores. Water heaters manufactured after 1978 may already be insulated. Check the manufacturer's guidelines and warranty criteria before adding more insulation.

Lighting

CFLs - Compact Fluorescent Lights



Reasons to switch

Did you know ENERGY STAR®-qualified CFLs use up to 75% less energy than incandescent bulbs & last up to 10 times as long, making installation an easy solution to experience savings on your energy bill and reduce greenhouse gas emissions.

- When you replace an old incandescent bulb with an energy-efficient CFL, you can save over \$68 over its lifetime.
- The average home has 50 sockets. If 50 lighting sockets are switched to CFLs, that would translate to savings of \$40 per month.
- CFLs now come in many lighting options, such as warm white, which gives off the same light as a standard incandescent.

ENERGY STAR®-qualified products are identified by the U.S. Department of Energy and the Environmental Protection Agency as being among the most energy-efficient products on the market. Visit the U.S. Department of Energy website for more information

<http://energy.gov/public-services>



Savings for Manufactured Homes

Living in a manufactured home can be a great value.

Your Manufactured Home: Save Energy and Money

Some common ways to save:

- Sealing air ducts
- Wrapping water heaters and pipes
- Energy-efficient light fixtures and CFLs

Visit the U.S. Department of Energy website for more information <http://energy.gov/public-services>

Top 10 Energy Guzzlers for Residential Customers



- #1 - Evaporative Cooler
- #2 - Freezer
- #3 - Refrigerator
- #4 - Dishwasher
- #5 - Electric Stove
- #6 - Flat Screen TV
- #7 - Portable Heater
- #8 - Clothes Dryer
- #9 - Central Air Conditioner
- #10 - Pool Pump

Business High Bill Helper

Solutions to Help Your Business Use Less Energy and Save Money

We know that in today's economy, businesses of all sizes and types are thinking more creatively than ever about how they can change the way they work to improve energy efficiency and save on costs.

Start Small: Steps to Savings

Small changes can make a big impact on your energy saving efforts. Cooling costs can really add up in the summer, so start by following these simple steps and you'll be surprised by how much you can save on your business' energy bill.

Quick Tips for Summer Savings

- Set thermostats to 78° to cut energy costs by up to 30%.
- Clean or replace air filters regularly.
- Consider a portable or ceiling fan to circulate air.
- Use awnings, drapes and shades to keep direct sunlight out.
- Caulk or weather-strip around doors and windows to reduce cooling costs.
- Keep your electricity use to a minimum from noon to 6 p.m.

Did you know...?

That lighting accounts for 39% of the energy use in an average office building?

[Lighting- ways to save!](#)

Start saving with these tips:

- Replace T12 fluorescent lamps and magnetic ballasts with T8 or T5 tubes
- Install occupancy sensors in general usage areas so that lights turn on only when the area is occupied and automatically turn off when the area is not
- Clean lamps, reflectors, and diffusers regularly to maintain maximum illumination levels

That heating, ventilation, and cooling account for 29% of the energy use in an average office building?

[HVAC](#)

Start saving with these tips:

- Set and lock your thermostats to the maximum acceptable set point
- Install timers or set programmable thermostats to shut down during non-business hours
- Perform regular maintenance on filters, belts, coils, and bearings

Did you know...?

That office equipment accounts for 14% of the energy use in an average office building?

Office Equipment

Start saving with these tips:

- Perform regular maintenance on all equipment
- Install energy-efficient equipment such as ENERGY STAR® labeled appliances
- Use power management software on computers

How other appliances and equipment account for energy use in an average office building.

Lighting	39%
Cooling	14%
Other	13%
Computers	10%
Ventilation	9%
Refrigeration	5%
Space Heating	5%
Office Equipment	4%
Water heating	1%

More energy saving information

Visit the U.S. Department of Energy website <http://energy.gov/public-services>

[Safety for Everyone](#)

Safety is a top priority for the City of Aztec.

Choose from the commonly-asked energy safety questions below to learn how to prepare for an emergency and keep your home and neighborhood safe.

1. **What should I do if I see downed or damaged electrical lines?**
2. **What should I do if someone receives an electric shock?**
3. **What should I do in case of a fire in electrical equipment?**
4. **What should I do if I suspect a fixture, outlet, or appliance is unsafe?**
5. **How can I report a streetlight outage?**
6. **What if I need to trim trees near power lines?**

[What should I do if I see a downed or damaged electrical line?](#)

If a person or piece of equipment comes in contact with an energized power line, or if a power line has fallen to the ground:

- Do not approach or touch the line or anything in contact with the line.
- Call 911. Inform the operator that it's an electrical emergency.
- ALWAYS assume that all wires are energized.

[What should I do if someone receives an electric shock?](#)

- Do not touch anyone still in contact with an electrical source.
- Turn off the source of power if possible.
- Call 911 for emergency immediately.

[What should I do in case of an electrical fire?](#)

Never use water on an electrical fire.

- Call 911 for emergency help immediately.
- Turn off the source of electricity if possible.
- Use an extinguisher approved for use on electrical fires (if available) or smother the fire with sand or another non-flammable material.

[What should I do if I suspect a fixture, outlet, or appliance is unsafe?](#)

If you have doubts about the safety of any electrical item, do not use it. City of Aztec employees will inspect company equipment when you report a problem like flickering lights.

If we can't find a problem on our end, the equipment or wiring in your home may be faulty. We may recommend, after inspection, that you have a licensed professional check out the problem.

[How can I report a streetlight outage?](#)

Report a Streetlight Outage call the City of Aztec Utility Office at **1-505-334-7670**.

[What if I need to trim trees near power lines?](#)

Overgrown trees can be dangerous if they are growing near power lines.

We recommend that you do not attempt to trim these trees yourself. [Request the City of Aztec to look at the lines to determine if they are power, cable or telephone line.](#) [If in power line city crews will trim the trees](#) that are the responsibility of the City. If they are not the responsibility of the City to trim we may recommend that you call a qualified professional tree trimmer.

[Staying Safe at Home or the Office](#)

To use electricity as safely as possible in your home or office, start with this indoor electrical safety checklist:

- Put plastic safety caps in all unused wall outlets. This will prevent children from pushing objects into outlet openings.
- Never remove the third prong from a three-pronged plug. The third prong grounds electricity. Most power tools and major appliances have three prongs for safety. If you don't have three-hole outlets, adapters are available at your local hardware store or home supply center.
- Repair or replace damaged or brittle electrical cords. They can cause shorts, shocks, or electrical fires ([link to SF017](#)). Check appliances to make sure all cords are in good condition.
- Use ground fault circuit interrupters (GFCIs) to protect yourself from shock . These special outlets prevent electric shock by detecting electrical faults and shutting off electricity to the outlet when necessary. They are especially important in kitchens, bathrooms, and other places where water is present.
- Use electrical cords properly. To avoid damaging cords, remove them from outlets by pulling the plug, not the cord itself. Never attach a cord to another surface with nails or staples, which can break the insulation. Avoid kinking, twisting, binding, or walking on cords.
- Safely reset your circuit breakers and replace blown fuses.

[Safety Around Electricity And Water](#)

Water conducts electricity, and unsafe electricity use around water can cause serious injury or death. Follow these guidelines at all times:

- Keep water away from electricity and electrical appliances.
- Never use electrical appliances while in the shower or the bath.
- Never use electrical appliances while standing in water.
- Always make sure your hands are dry when using an electrical appliance.
- Never use appliances while near water or outside when it's wet or raining.
- Always use Ground Fault Circuit Interrupter (GFCI) outlets in the kitchen, bathroom, and other places where water is present.

Electric Service Connection Safety Tips

When you request new electric service (or service re-connection) from the City of Aztec it is important to first be sure it is safe for us to perform service connection to your home.

Below are some helpful tips that you can use to ensure your home is safe and ready for service connection.

- Shut off the main power to your property. Your home should be equipped with either fuses or circuit breakers that allow you to turn off the main electrical supply to your entire property.
- If you cannot turn off the main electrical supply to your entire property, turn off or unplug all electric devices in and around your home prior to the date that you have requested electric service to be connected.
- Perform a physical inspection of the property surrounding your home to ensure that all electric devices discovered during the inspection are turned off or unplugged prior to the date you have requested electric service to be connected. If you cannot perform this activity yourself, ask a family member or friend to assist you.
- Conduct a visual inspection of the wiring in and around your home. Do not conduct a close physical inspection of your wiring or other electrical equipment yourself. If you suspect a safety problem, contact a state-licensed electrical contractor to conduct the inspection for you.
- If you detect a natural gas or carbon monoxide leak at your property, **immediately** go to a safe location and call your gas service provider, or call 911.

Kids Safety

Why Should You Care About Electrical Safety

Every year in the U.S., tens of thousands of people are killed or injured from contact with electricity. Some of these people are kids just like you. The more you know about how electricity works, the better you can keep yourself, your friends, and your family safe!

Electricity Takes the Easiest Path to the Ground

Electricity is always trying to get to the ground. Like all good travelers, electricity takes shortcuts whenever it can. If something that conducts electricity gives electricity an easy path to the ground, electricity will take it!

Electricity Can Travel Through You

Water and metal are some of the best conductors for electricity. Because your body is mostly water, you are a great conductor, too! So if you touch an electric circuit and the ground at the same time, you will become electricity's easiest path. Electricity will flow through you, and you could be seriously hurt or killed.

You don't have to be touching the ground directly to conduct electricity. You could also be touching something that is in contact with the ground, like a tree or a ladder.

Electricity, You, and Water

Water is an excellent conductor. You can become electricity's path to the ground if you are touching water that touches electricity. Electricity would travel through the water and through you to the ground.

This is why it's so important to keep all electrical appliances away from water, and to make sure your hands are dry and you are not standing in water when you touch anything electrical. It's also the reason no one should ever use water on an electrical fire, but should use a multipurpose fire extinguisher instead.

Electricity, You, and Appliances

Appliances have protective insulated cords and coverings to keep you from contacting the electricity inside. It's important to use appliances and cords the way they were designed to be used so you don't damage the insulation or contact live electrical parts. If a live wire inside an appliance, toy, or power tool touches the inside of the device and you touch the device, it would be like touching a bare live wire. You cannot tell from the outside if there is a problem inside, so you should always act as if there were danger of shock.

The Truth About Electric Shock

You can never tell when contact with electricity will be fatal, but you can be sure it will always hurt. Electric shock can cause muscle spasms, weakness, shallow breathing, rapid pulse, severe burns, unconsciousness, or death. In a shock incident, the path that electric current takes through the body gets very hot. Burns occur all along that path, including the places on the skin where the current enters and leaves the body. It's not only giant power lines that can kill or injure you if you contact them. You can also be killed by a shock from an appliance or power cord in your home.

Why Can Birds and Utility Workers Touch Power Lines But You Can't?

Have you ever wondered why the birds that sit on power lines don't get electric shocks? It's because the electricity is always looking for a way to get to the ground, but the birds are not touching the ground or anything in contact with the ground.

If you touched a power line while you were in contact with the ground (or standing on a ladder or roof) electricity would travel through you. And if your kite or balloon got tangled in a power line and you touched the string, electricity could travel down the string and into you on its way to the ground. Both situations would mean a serious shock!

Have you ever wondered why people who work up on power lines don't get shocked? Utility workers are trained to work with electricity. They wear special insulated boots, hardhats, and gloves, and use special insulated tools that help prevent shock. It would be a bad idea to climb a power pole and imitate them — and possibly fatal!

Tree & Power Line Safety

Do you like to climb and play in trees? Follow these tips to help keep yourself and your friends safe:

1. Never climb in or play in trees that are growing next to power lines.
2. Never touch a power line with your hand or with any other object, whether you are in a tree or on the ground.
3. Don't build a tree house, fort, or anything else in a tree that is next to power lines.
4. Tell an adult if you see trees growing close to high-voltage power lines or contacting these lines. (High-voltage lines are the ones at the very top of power poles.)
5. If you see a power line that has fallen into a tree or onto the ground, stay away and tell an adult immediately. Even if they are not sparking or humming, fallen lines can kill you if you touch them or the ground nearby.
6. Tell an adult if you see someone trimming a tree next to a high-voltage power line. Certified professional tree trimmers are the only ones allowed to do this.
7. Plant only trees that will not grow tall or wide enough to contact nearby power lines.
8. Before planting a tree, call your local utility locator service to make sure you won't dig into underground power lines.



IF YOU SEE A DOWNED WIRE, CALL 911 RIGHT AWAY

If a person or piece of equipment comes in contact with an energized power line, or if a power line has fallen to the ground:

- Do not approach or touch the line or anything in contact with the line.
- Call 911. **Inform the operator that it's an electrical emergency.**
- ALWAYS assume that all wires are energized.

Look Up, Look Out, and Live

Remember to look up and look out for power lines when working outdoors. Contacting power lines can seriously hurt or even kill you.

Look up first and stay away from power lines when you are using aluminum ladders, tree trimming equipment, pool skimmers, poles for harvesting fruit, or other tools that extend above your head. Metal conducts electricity. You will receive a dangerous electric shock if you are holding a metal pole or ladder that comes into contact with power lines.

Never trim trees that have high-voltage power lines going through them, or touch any tree limb that may fall into a power line. For the health and beauty of your tree, and for your family's safety, we strongly recommend contacting a qualified line-clearance arborist to trim and maintain your trees -- especially trees near power lines.

To report trees growing into power lines, by calling **(505) 334-7670**

Protect Your Children

Never build a tree house, climb in or play in any tree that is located near a power line. Never attach any steps, ladders, ropes swings or any objects that could assist in ascending a tree where power lines are present.

Trees

Trees should only be trimmed, removed or climbed by qualified line-clearance arborists if power lines are located in proximity of the tree. Take care when trimming tall palm trees located near and above power lines to prevent falling or sailing palm fronds from contacting the wires.

Fruit Trees

You should always be careful when working in or around fruit or orchard trees. Always look around for power lines before starting any harvesting or fruit-picking activities. Contact the City of Aztec to have your tree inspected if you are in doubt. Use only qualified line-clearance arborists if power lines are present near your fruit or orchard trees.

Planting Trees To Help Conserve Energy

Planted in the right places, shade trees can help decrease your home's need for air conditioning in the summer and heat in the winter. Trees can help you conserve energy, resulting in lower electric bills.

Maximize your energy savings by planting shade trees that will, one day, shade as much of your home's roof and walls as possible. Determine the best place to plant by considering factors like your home's sun exposure and window placement. To select the right shade trees for your home, consider their expected height, growth rate, branch spread and shape. Find information on the the invasive weeds in our area visit the following website.

<http://www.aztecnm.gov/codecompliance/InvasiveWeedInformation.pdf>

Planting Near Electric Power Lines



For everyone’s safety, tree trunks and branches should be trimmed before reaching within 10 feet of overhead power lines. When selecting trees to plant at your home, look for species whose mature height and spread will stay clear of power lines.

Underground power lines can also present deadly hazard. Before digging to plant trees or shrubs, call Underground Service Alert (USA) at **800-227-2600** to learn whether there are underground pipes or electric lines in your planting area. In California, utilities will come out to your site free of charge, and mark the location of their facilities, provided they are notified about 48 hours in advance.

Meter Reading Safety



Keeping Our Workers Safe

Monthly meter readings help ensure an accurate reading of your electric bill. At other times, our field employees might also need to get to the Southern California Edison equipment providing your home with service. And with your cooperation, our employees can complete their jobs quickly

and safely.

Clear the Meter Area

Keep the area around your electric meter clear of safety hazards such as debris, toys, hoses, gardening tools, equipment, and overgrown vegetation, as well as bee and wasp nests. Eliminating these hazards will help protect your household members as well as our employees.

Confine Dogs

Please confine dogs and grant meter readers safe access to your property on the date listed on the first page of your electric bill. Even friendly dogs may become defensive toward strangers and attack the meter reader.

If you cannot accommodate our employee with safe access on your meter reading date, please call the City of Aztec (505) 334-7670 to make other arrangements for your meter to be read.

Worker Safety

Identifying a City of Aztec Employee

Occasionally, a City of Aztec employee may come to your door regarding meter reading or other service.

Most, but not all, City of Aztec employees who are likely to visit your home will be wearing uniforms.

When a City of Aztec service person arrives at your home or office, even in uniform, however, you should always ask to see his/her identification card.

Always ask to see a utility worker's identification. They will be happy to show it to you.

Be Aware of Imposters

Protect yourself and your family by following these tips:

- Most visits by utility workers are regularly scheduled or requested by the customer;
- City of Aztec employees never demand that you wire money via Western Union or pre-paid credit cards to prevent your electricity being shut off.
- Never reveal your credit card, automated teller machine card, telephone calling card or personal identification numbers to anyone, especially if you are not the one initiating the call.
- City of Aztec employees will not ask for cash, a credit card or to use a customer's telephone.
- Be suspicious if someone shows up without an appointment asking to check an appliance, wiring or suggesting another electrical problem may be inside your home. City of Aztec employees do not enter homes of our customers.
- Payments intended for the City of Aztec should only be made out to "City of Aztec" You also can sign up auto bank draft payments at [the Aztec Utility Office](#).
- Do not let anyone into your home unless you verify who they are, see the individual's identification and know the purpose for the visit, call into the City office, if necessary.
- If someone calls and requests you to leave your residence at a specific time for a utility-related cause, or any other cause, call and report this to the Aztec Police Department by calling 334-6622 for non-emergency, for an emergency call 911. This could be a burglary set up by the caller.
- Call the police if you believe the person is an imposter. Do not allow anyone into your home claiming to sell City of Aztec products or services. City of Aztec employees do not engage in door-to-door sales. In addition, employees do not deliver cash refunds or rebates to customer's homes.
- Do not pay for tree-trimming work performed by City of Aztec contractors, unless you have hired the contractor to perform such service. We do not charge for line-clearance work. Additionally, before tree-trimming crews enter a neighborhood to perform tree trimming work for the City of Aztec, customers receive advances notices about the work to be done.

Look Up & Live

Beware of Overhead Power Lines

Before you begin work, survey the job site to find overhead power lines, poles, and guy wires. Look for lines that may be hidden by trees or buildings. Conditions change, so check daily.

Point Out Power Lines at the Daily Work Briefings

- Assume all overhead lines are energized and potentially dangerous, including service drops that run from utility poles to buildings.
- Remember the 10-foot rule: Keep vehicles, equipment, tools, scaffolding, and people at least 10 feet away from overhead power lines.
- Higher-voltage power lines require greater clearance. Contact the City of Aztec for specific clearances by calling 505-334-7667
- If you must work closer than 10 feet, contact the City of Aztec in advance to make safety arrangements

- Clearly mark boundaries to keep workers and equipment a safe distance from overhead lines.
- Use a spotter! Equipment operators need a designated spotter who can help keep you clear of power lines and other safety hazards.

Remember the 10-Foot rule

Keep vehicles, equipment, tools, scaffolding, and people at least 10 feet away from overhead power lines.

Call 811 Before You Dig!

Call Underground Service Alert at **811** at least two working days before digging. If you don't call and you hit an underground line, you could be hurt or killed. You may also be liable for costly damages.

Tree Trimmers & Landscaper Safety

Protect Yourself and Your Fellow Employees

Follow These Important Safety Tips

- Only qualified line-clearance tree-trimming contractors can trim or remove trees adjacent to primary distribution lines and transmission lines (power lines carrying greater than 600 volts).
- Never trim or remove trees within 10 feet of high-voltage power lines. Greater clearance is required around transmission lines. Call the City of Aztec at 1-505-334-7667 to determine proper clearance.
- Take care when trimming or removing trees near low-voltage power lines connecting homes and businesses; injury and death can result even from low-voltage contact.
- If you must trim or remove trees near low-voltage power lines, and you cannot do it safely, call the City of Aztec at 1-505-334-7670 to request that the lines be temporarily de-energized or moved.
- Death and injury can result from contact even with low-voltage power lines.
- Power lines are not insulated. Consider all power lines energized. Keep all vehicles, equipment, tools, and people at least 10 feet away from overhead power lines

Recreation and Outdoors

Kites & Metallic Balloons



Don't use kites or metallic balloons near power lines. Kites and metallic balloons can cause unnecessary power outages and can injure you and others, including City of Aztec employees working on equipment. Just one kite or balloon can cause a short circuit, which may melt an electrical wire and cause it to fall.

Follow these guidelines to make kite flying fun and safe for you and your family.

If your kite or metallic balloon gets caught in a power line, call City of Aztec immediately at 1-505-334-7670 to report the problem. After hours please call San Juan County Dispatch at 1-505-334-6622 to report the problem.

- Never try to remove anything caught in power lines.
- Never use a kite made with wire or other metallic materials, including Mylar.
- Never fly kites in the rain or during an electrical storm.
- Never cross a road or street while flying a kite.
- Do not fly kites near TV and radio antennas. Make sure the kite string, wood, and paper are completely dry.

Eyes and Ears Program – Look for this symbol!



It's comforting to know there are many mobile safe havens in the City of Aztec where children can be safe in an emergency.

These havens are mostly trucks and are easily identified by the Eyes & Ears logo. The logo shows that the vehicle is an emergency reporting station.

The Eyes & Ears program is brought to you by the City of Aztec in partnership with Xcel Energy. It works this way: if a person, especially a child needs help or is afraid, he can wave to the driver of an Eyes & Ears vehicle and ask for help. Employees in these specially marked vehicles can use their radios or cellular phones to call for law enforcement or other assistance and offer a safe haven until help arrives.

Eyes & Ears participants are not police officers. They do not look for criminal activity nor do they attempt to stop criminal activities. Each vehicle displaying the Eyes & Ears logo is a communications and assistance resource in case of an emergency.

Teach your children to recognize the Eyes & Ears logo, and remind them to look for it if they need help or are in danger.

Brought to you by

