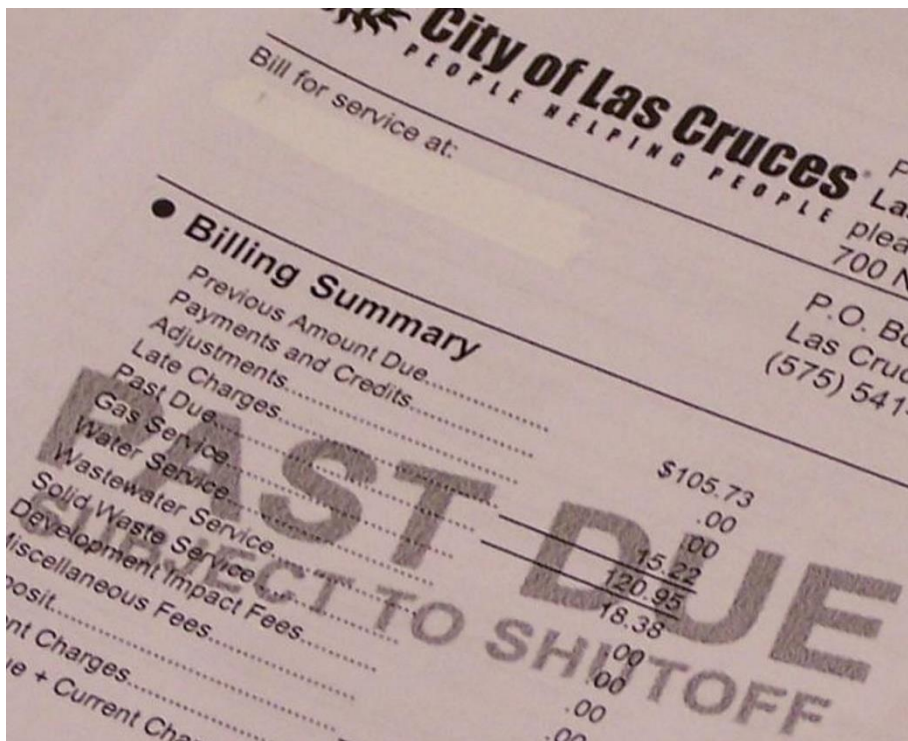




City Utilities Shut-off? Pay by 2 p.m. and Get Same Day Reconnect Service

By Cassie McClure and Suzanne Michaels

Maybe it was just a memory lapse. Maybe there was a lag between paychecks. It's hard when you realize that your utilities have been shut off, but you can get same day reconnection...if you pay by 2 p.m.



On November 8th at the monthly Las Cruces Utilities (LCU) Board meeting, Commissioners approved the new measure to make sure that customers who pay their bills and fees by 2 p.m. are ensured that their utilities will be reconnected the same day. After 2 p.m., however, the reconnection will occur the following day.

“We want there to be no confusion as to when the reconnection of services will happen,” explained Jose Provencio, LCU Business Services administrator. “When we receive payment by 2 p.m. Monday through Friday, we have the ability to get out there by the end of the business day and immediately reconnect utilities.”

If customers recognize that they have a Past Due utility bill before the shut off, when the final notice is placed on the door, they can prevent paying additional fees and service shut off. That final notice will alert you and allow you to pay by the end of the day before LCU will shut off services the next business day.

Customers can pay online at www.las-cruces.org or call 866-426-9757. With payment made, customers will have a confirmation number that they can then call in to Customer Service at 541-2111.

Customers can also pay in person at City Hall, 700 N. Main St., Monday through Friday from 8 a.m. to 5 p.m. or at the East Mesa Customer Service Center, 5195 Bataan Memorial West, Monday through Friday from 9 a.m. to 6 p.m.

If you have concerns about paying your utility bill this winter season, please reach out to Customer Service before you get a notice. Knowledgeable staff have various options, like payment plans and other resources, to make sure you stay warm. Please call the Billing staff at 541-2061 or 541-2063.

You can reach Las Cruces Utilities at 528-3500 from 8 a.m. - 5 p.m. Monday through Friday. Las Cruces Utilities provides GAS – WATER – WASTEWATER – SOLID WASTE services to approximately 100,000 Las Cruces residents and businesses.

CAPTIONS:

PHOTO 1: In by 2 p.m., get same day reconnection service for your utilities. Go online to www.las-cruces.org or call 866-426-9757 to pay.