

Just in case you were curious...

The City of Portales provides water and sewer service to the Citizens of Portales. The water for the City of Portales and Roosevelt County Water Co-Op comes from two well fields, which are the Blackwater and Sandhill Wellfields. The Blackwater Wellfield is ten miles northeast of Portales and the Sandhill Wellfield is located about three miles north of Portales. The average summer water demand is 4MGD. The city has four storage tanks that hold 9.25 MG. To learn about Current Water Rates, Utility Administrative Policy & Resolution, or the Current Water Quality report, ask the water clerks in the water department for assistance or go to www.portalesnm.org, click on Utilities on the homepage, then click on the topic you would like to view and learn about.

City of Portales
100 W First Street
Phone: 575-356-6662
Fax: 575-356-3158
www.portalesnm.gov



City of Portales Water Department
Office Hours, M-F, 8AM-4PM
(575) 356-6662, Ext. 1014/1016

Customer Payment Options

**ONLINE
BILL PAY
IS NOW
AVAILABLE!**

www.portalesnm.gov

Important Billing Information

There are many payment options available for our customers! Payments can be made directly at City Hall, 100 W First Street, between the hours of 8 a.m. and 4 p.m. Payments can also be made through postal mail, or dropped in the water drop boxes, located in the front, back, and inside of City Hall (checks and money orders only please, made payable to City of Portales). If you are interested in a bank draft, please bring a voided check to the Water Department Cashier. A bank draft will then be set up for you with no processing fee. Online bill pay is also available. Details ahead.

We gladly accept payments made by:

- Cash
- Check
- Money Order
- Online Bill Pay
- Bank Draft
- And Most Debit/Credit/Prepaid Cards

**We DO NOT accept phone payments.*

Did you know If you pay your water bill on or before the 15th of the month you will save money? By paying your bill on time you save yourself the hassle of paying a ten percent late fee. Subject to disconnect if not paid on or before the 20th. \$25 charge for reconnection. \$40 charge for after hours reconnection.

ONLINE BILL PAY HAS ARRIVED

Save time and pay online!

The City of Portales Water Department

Would like to introduce online bill pay as an option for every customer. To set up an account or find out more information, please visit our website at www.portalesnm.gov.

A \$2.00 service fee will be included in your total payment charge. Payments made after 8:00 a.m. on the first business day following the 15th of each month will be charged a ten percent late fee. If you have trouble registering please call us at (575) 356-6662, extension 1014/1016, Monday through Friday, 8:00 a.m. to 5:00 p.m.



Pay Utility Bill

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