

City provides utility billing update

Written by gallupsun

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In a press release published Feb. 13, the City of Gallup stated that city officials are aware of technical issues that affected billing for utility customers. In the press release city officials said they wanted to assure the public that late fees will not be assessed for these bills.

City utility customers may have received their monthly bill in the mail after the printed due date on the bill itself. The delay was due to issues with a system upgrade, which have since been resolved. Customers will not be charged a late fee for their January bills and City Customer Care will work with customers to resolve any issues they are experiencing.

There are several ways to contact City Customer Care for utility billing questions or concerns. Call (505) 863-1201 or email utilities@gallupnm.gov. Customers can also contact City Customer Care to start or discontinue services, make changes to services or an account, and obtain account printouts.

The Customer Care Counter is open 8 am - 5 pm Monday, Tuesday, Thursday, and Friday, and from 9 am - 5 pm on Wednesdays. It is located in City Hall at 110 W. Aztec Ave.

To report a utility service disruption, downed power lines, or other utility emergencies during business hours, contact Utility Dispatch at (505) 863-1200. For nights, weekends, and holidays, report issues to Central NM Dispatch at 1 (833) 863-1212 or Metro Dispatch at (505) 722-2002.



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