

## *Ranchland Utility Company, Inc.*

Ranchland Utility Company (“Ranchland”) is the utility company that owns and operates the sanitary sewer collection lines and the wastewater treatment facility that serves all of Rancho Viejo. Ranchland started operations in October 1999, and the January 2003 average daily flow is 64,194 gallons.

A certified Plant Operator manages the operation of wastewater treatment facility a minimum of 40 hours per week. The plant currently meets or surpasses standards for water quality set by the New Mexico Environment Department.

*Following are some frequently asked questions about Ranchland Utility Company:*

**Q:** Does Ranchland own and manage the water system?

**A:** No. The owner/operator of the water system is Rancho Viejo de Santa Fe, Inc.

**Q:** Does Ranchland also collect my trash?

**A:** No. This is contracted with a licensed solid waste company and billed through your Homeowners Association.

**Q:** How often do I get billed?

**A:** You will receive a Ranchland statement at the beginning of each month, including a return envelope.

**Q:** When is this bill due?

**A:** This bill is due on the 20<sup>th</sup> of each month.

**Q:** Can I pay in advance or more than one payment at a time?

**A:** Yes. You may pay in advance and more than one payment at a time.

**Q:** Can I have the payment drawn automatically from my account or use a credit card?

**A:** No, not at this time.

**Q:** Is this a public or a privately owned sewer plant?

**A:** It is private. Ranchland is a wholly owned subsidiary of Rancho Viejo de Santa Fe, Inc., the developer of Rancho Viejo. However, because it is regulated by the State it is classified as a public utility.

**Q:** Who does this plant service?

**A:** It currently services ONLY Rancho Viejo homeowners, IAIA (Institute of American Indian Arts), Santa Maria de La Paz Catholic Church, and Santo Niño Regional Catholic School. Other commercial and/or residential customers may be added later.

*Continued on back*

**Q:** Is our usage metered?

**A:** No. It is not customary to meter individual wastewater flows.

**Q:** Is the bill on a fixed rate?

**A:** Base residential rate is fixed; the commodity rate is based on winter water usage, December through February.

**Q:** Who then sets the fixed rate?

**A:** The fixed rate was set by the State of New Mexico Public Regulatory Commission (“PRC”), as part of a rate case submitted by Ranchland, in 1998.

**Q:** Where is the sewer plant located?

**A:** The plant is located near the intersection of Avan Nu Po and Avenida del Sur in Rancho Viejo.

**Q:** Who operates the sewer plant?

**A:** The sewer plant is operated by Rancho Viejo de Santa Fe, Inc., who has a Level 4 license, as regulated by the State.

**Q:** Is there a fee to connect to the system?

**A:** Yes. It is called a Utility Capacity Charge. This is a one-time charge of \$895, paid when initial service is provided to the house.

**Q:** So, I don’t have to pay this charge on my first Ranchland bill?

**A:** No. This charge was included in the purchase price of your home when purchased from Rancho Viejo. However, you will see it itemized on your first Ranchland statement, noting that it has been paid.

**Q:** Does the same utility capacity charge apply to estate homesites?

**A:** Yes. However, the charge of \$895 will be billed to you at the time your home is connected to the sewer. Until you actually build on your homesite, you will not be billed for the utility capacity charge.

*If you have any further questions, please call 505-428-2256 for your billing questions or 505-983-6921 for general information about Ranchland Utility Company.*