

Dealing with Local Utilities

by Nancy Niemczyk

HOW MANY TIMES have your utility bills disappeared? Sometimes you find them in the mailbox, the garage, the garden and sometimes they never arrive. It seems like the mailman drives by your house on his “moto” and just throws it at your house. So, what do you do when the bill never comes? Well, believe it or not, there are some things in Mexico that have been made easier. Automated phone lines and utility websites offer other methods of payment so that your utilities don’t get cut off because you never received the bill. If you have a bank account in Mexico you can actually pay everything online. The first thing that I recommend is to make a note of when your utilities should arrive every month. If the bills do not arrive or they arrive later than the payment date, call them.

CALLING FOR UTILITY CHARGES

You can call and get your balances for water and electricity, Telmex will usually call you if you haven’t paid, and Gas Natural will just keep adding the charges up every month. If your bills are late, or you know you will be out of town when the bill comes due, here is what I would do—and it only took me 3 years to discover this. It’s really quite handy!

Another member also informed me you can pay water online by going to <http://sadm.gob.mx/index.html> and then “[pago de servicios](#)”. I haven’t done this personally, but I did login and register. Looks like you can pay by mastercard or visa. I was also told most major Mexican banks have websites that allow you to pay utilities directly from your account. This sounds like a great service that I will definitely be checking out. I can’t wait to see what I learn after another three years!

Electric (CFE)

Dial 071 and you will receive an automated operator with the following options:

- 1 – report power outage
- 2 – receive account information

You will then be asked to enter your 12 digit account number, which is located on the upper left

corner of your bill. They will tell you the amount you owe and the due date. You can repeat this information by touching “1”. If your bill has not yet posted for the month (“*ud no tiene aduedo*”) just try the next day.



You can pay your bill at the office on Dias Ordaz. They have automated machines to take your money. You’ll need a previous bill to scan into the machine, and take extra money in case some bills are rejected by the machine. Warning: parking is extremely tight.

3 – live operator

Water

Dial 073 and you will receive an automated operator with the following options:

- 1 – receive account information

You will then be asked to enter you NIS number, which is a 7 digit number located on the upper left hand side of your bill.

- 2 – office directions
- 3 – office hours
- 4 – pending transactions
- 5 – live operator

Telmex

You can check this bill online: www.telmex.com/mx/ You will need to register your information first, so have an old Telmex bill handy. They also have offices on Lazaro Cardenes in front of Plaza Fiesta and an office off of Constitucion. Ask a fellow Newcomer how to get there.

Gas Natural

You can call them **8298-5000** or visit them online to check your bill: <http://portal.gasnatural.com>.

Most bills can be paid “on time” at HEB or OXXO. Just check the back of your monthly utility bill.