

ASSISTANCE PROGRAMS

UTILITY ASSISTANCE PROGRAM

The purpose of the Department of Public Utilities' **Utility Assistance Program (UAP)** is to provide support to **1) Low income customers during the months of October through March, 2) Year-round for low income citizens over age 65 or account holders qualified through the Social Security Administration for Supplemental Security Income (SSI) 3) A single, lump sum credit to customers who demonstrate a need due to unforeseen circumstances.**

Funding is donated voluntarily from customers. To qualify for assistance under 1 and 2, the household income of the applicant must be below 50 percent of the median household income for the Los Alamos Census Designated Place (CDP), which includes all of Los Alamos County. The DPU will verify income levels by requesting either copies of tax returns or pay stub. For assistance under item 3, customers must demonstrate a financial hardship due to unforeseen circumstances.

NM LOW INCOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP assists eligible families with their heating and cooling costs and is administered by the NM Human Services Department. Contact the Department via the following -

Phone: 505.753.2271

In Person: 228 Onate St., Espanola

Web: <https://bit.ly/2UC4Nez>

OTHER PROGRAMS

LA Cares

Phone: 505.661.8015

Self-help Inc. (Includes Salvation Army)

Phone: 505.662.4666

In Person: 2390 North Rd, Los Alamos

Web: www.selfhelpla.org/

residential customers of the Utility during the periods of October 1 through March 31, or year-round for citizens over age 65 or account holders qualified through the Social Security Administration for Supplemental Security Income (SSI), or one-time assistance to account holders who demonstrate need due to unforeseen and unusual circumstances. Funding is provided voluntarily from customers.

APPLYING TO THE UAP

Customers can apply for DPU's UAP assistance by downloading & completing the Utility Assistance Program application available on the DPU website:

www.ladpu.com/UAP-Form

Or contact Customer Care Center

Mon. - Fri. 8 a.m. - 5 p.m.

for an application: 505 662 8333

CustomerCare@lacnm.us

Return the completed form to:

Customer Care Center

1000 Central, Los Alamos, NM 87544

UAP RULE GR-18

GR-18.01 GENERAL

The purpose of the UAP is to provide assistance to qualified low income

To qualify for monthly assistance, the household income of the applicant must be below 50% of the median household income for the Los Alamos Census Designated Place (CDP), which includes all of Los Alamos County. The Department will verify income levels by requesting copies of tax returns, pay stubs, or other suitable documentation. Applicants should be aware that documents submitted may be subject to release under the inspection of public records act (IPRA). Personal Identifier Information and tax information will be redacted to the extent allowable under IPRA Regulations before release. *(To see if you qualify visit the New Mexico Mortgage Finance Authority website and view the 2019_IncomeLimitsAndRents.pdf at <https://bit.ly/2xKwkRW>)*

GR-18.02 AMOUNT OF ASSISTANCE PROVIDED

Assistance is always limited by the amount of contributions. The Utility shall attempt to distribute assistance based on need. Assistance provided will be up to 30% of the customer's average bill for consumption of water, gas, electric and sewer during the previous winter months of October through March, with a maximum of \$125.00 assistance per month and a minimum of \$15.00 assistance per month for those who qualify. The monthly credit will be limited by the customer's total bill for utilities services for each individual month. If the customer does not have previous winter use history at the subject residence staff will estimate appropriate assistance based on relevant comparative information.

GR-18.03 ONE-TIME PAYMENTS FOR IMMEDIATE HARDSHIP

A single lump sum assistance credit may be applied to a qualified customer's bill if they have a demonstrated need due to

unforeseen circumstances (e.g., layoff, illness, major household repairs, etc.) and are in danger of their utility services being turned off for non-payment. A brief statement of income and anticipated expenses, a statement of need or hardship as to why available resources are not sufficient to pay the utilities bill, and details of other assistance resources sought or expended will be required. Lump sum payments will generally only be granted once per incident and only after all other assistance programs have been pursued. The maximum amount will be \$350.00. Each individual case will be judged on its own merit. Staff will make a recommendation for final approval by the Deputy Utilities Manager for Finance and Administration after review of the hardship documentation provided to ensure compliance with the requirements stated in this provision.

GR-18.04 PROCEDURE FOR

ALLOCATING ASSISTANCE

The annual assistance period will be October 1 through the following March 31 of each year, or October 1 through the following September 30 for year-round assistance. A new application will be required each year. In September the Utility will determine eligibility for winter or year-round assistance and calculate the maximum allocation for each applicant. One-time assistance payments will be considered as applications are received, if funds are available. Applications received during an annual assistance period will be considered for the remainder of the current assistance period if funds are available. If the total allocation thus calculated exceeds projected funds available, the allocations will be reduced on a pro-rata basis. In no case will assistance payments exceed contributed funds available at the time the assistance payment is credited to the customer's account.

Some customers may wish to support families experiencing a temporary financial need by donating to the Utility Assistance Program. Donating is voluntary and helps qualifying families with their Department of Public Utilities' bills. We place 100 percent

of the donations into the fund that is exclusively used for the UAP.

Donating is easy. Simply write down the amount you would like to donate on the return coupon at the bottom of the utility bill. Make your check

payable to the County of Los Alamos with the additional amount included and mail it to PO Box 99, Los Alamos, NM 87544. In the example below, the customer would make the check out for \$381.16, with \$10 to be applied to the UAP. Or call us at 505.662.8333.

✂ Detach and return the portion below with your payment ✂

COUNTY OF LOS ALAMOS
PO BOX 99
LOS ALAMOS, NM 87544-0099



ELECTRONIC SERVICE REQUESTED

JOE AND JANE CUSTOMER
123 SOUTH STREET
LOS ALAMOS, NM 87544

Bill Date	06/27/2019
Account Number	3000000
Customer ID	2000000
BALANCE DUE	371.16
Due Date	07/22/2019

Enter Amount Paid \$381.16
Low Income Family Assistance
Enter Contribution in Excess of Bill \$10.00

Make Checks Payable to:
COUNTY OF LOS ALAMOS
PO BOX 99
LOS ALAMOS, NM 87544-0099