

Manual Revision Memorandum

ISD-MR-15-09

TO: ISD Employees
FROM: *MM* Marilyn Martinez, Director, Income Support Division
RE: Forms Manual Revision for LIHEAP Moratorium Letter, English (LHP 605) and Spanish (LHPSP 605) Versions
DATE: September 1, 2015

Attached is the LIHEAP Moratorium letters for FY 2016. The letters are provided in English and Spanish.

The Moratorium on disconnection of utilities will start on November 15, 2015. Regulated utility companies cannot disconnect service to qualified low-income customers between November 15, 2015 and March 15, 2016, unless disconnection is requested by the customer. To qualify for the moratorium protection, low income households must be current on their payments and/or payment arrangements on November 15, 2015. If a household is not protected against disconnection because of non-payment, protection can be re-established if the household becomes current at any time during the moratorium period.

Use of the revised forms will be in effect beginning October 1, 2015.

Instruction:

1. **Remove all previous versions from inventory**
LHP 605 LIHEAP English Moratorium letter 2015 Revised 10-17-14
LHPSP 605 LIHEAP Spanish Moratorium letter 2015 Revised 10-17-14
2. **Replace with revised form**
LHP 605 LIHEAP English Moratorium letter 2016 Revised 9-1-15
LHPSP 605 LIHEAP Spanish Moratorium letter 2016 Revised 9-1-15

These forms have been posted to the forms drive ([:\DITSFASV025\ISDForms](\\DITSFASV025\ISDForms))

If you have any questions regarding this MR, please contact Vivian Ulibarri at (505) 827-7258 or by email at VivianD.Ulibarri@state.nm.us.



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Marilyn Martinez, Director

(Client Name & Address ▼)

Dear :

Notice of Protection from Utility Disconnection

PLEASE GIVE THIS LETTER TO YOUR UTILITY COMPANY AS SOON AS POSSIBLE TO PREVENT DISCONNECTION DURING THE HEATING SEASON.

Under the law, certain low-income residential utility customers are protected from discontinued or disconnected utility service when they cannot pay their utility bill during the heating season. The heating season is November 15, 2015 through March 15, 2016. This law applies only to utility companies regulated by the Public Regulation Commission (PRC).

The Human Services Department (HSD) has determined that persons living at your physical address on record with HSD are eligible for protection. The address on record is: {Case Resident Address, City, State Zip} which may differ slightly from your service address on your utility bill.

If you have past due charges on your utility bill on November 15, 2015, you will lose your protection. You can be protected again after you pay the past due charges or when you make payment arrangements with your utility company and make your payments as required. If you need payment assistance, or would like to make payment arrangements, contact your utility company.

**THIS NOTICE OF PROTECTION COVERS THE PERIOD FROM
NOVEMBER 15, 2015 TO MARCH 15, 2016.**

You may be eligible for the Low Income Home Energy Assistance Program (LIHEAP). You can apply for LIHEAP at your local HSD Income Support Division office.

LHP 605



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
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Estimado :

Aviso de Protección sobre Desconexión de Servicios

POR FAVOR ENTREGUE ESTA CARTA A LA COMPAÑIA DE SUS SERVICIOS LO MÁS RÁPIDO POSIBLE PARA PREVENIR DESCONEXIÓN DURANTE LA TEMPORADA DE CALEFACCION.

Bajo la ley, algunos clientes con servicios residenciales de bajos recursos son protegidos de discontinuar o desconectar servicios cuando ellos no pueden pagar sus cuentas de servicios durante la temporada de calefacción. La temporada de calefacción es del 15 de Noviembre del 2015 al 15 de Marzo del 2016. Esta ley aplica únicamente a las compañías de servicio reguladas por la Comisión de Regulación Pública (Public Regulation Commission-PRC).

El Departamento de Servicios Humanos (HSD) ha determinado que las personas viviendo en su dirección residencial registrada con HSD son elegibles para protección. La dirección en los registros es: {Dirección del Residente del Caso}, {Ciudad, Estado Código Postal}, el cual pudiera diferenciar de la dirección donde recibe sus servicios.

Si usted tiene cargos atrasados en su cuenta de servicios al 15 de Noviembre del 2015, usted perderá su protección. Usted puede estar protegido de nuevo después de que usted pague los cargos atrasados o cuando usted haga arreglos de pagos con su compañía de servicios y haga los pagos como están programados. Si usted necesita asistencia con los pagos, o le gustaría hacer arreglos de pagos, contacte a su compañía de servicios.

ESTE AVISO DE PROTECCION CUBRE EL PERIODO DEL 15 DE NOVIEMBRE DEL 2015 HASTA EL 15 DE MARZO DEL 2016.

Usted puede ser elegible para el Programa de Asistencia de Energía Para Individuos de Bajos Recursos (Low Income Home Energy Assistance Program-LIHEAP). Usted puede solicitar LIHEAP en su oficina local de HSD-División de Asistencia Económica.

LHPSP 605