




HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Sean Pearson, Deputy Secretary

Manual Revision Memorandum

ISD MR 16-12

TO: ISD Employees

FROM: Sean Pearson, Deputy Secretary, Income Support Division 

RE: Forms Manual Revision for LIHEAP Moratorium Letter, English (LHP 605) and Spanish (LHPSP 605) Versions

DATE: September 12, 2016

Attached is the LIHEAP Moratorium letters effective October 1, 2016 for Federal Fiscal Year 2017. This letter is provided in English and Spanish.

The Moratorium on disconnection of utilities will start on November 15, 2016. Regulated utility companies cannot disconnect service to qualified low income customers between November 15, 2016 and March 15, 2017, 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, 2016. 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, 2016.

Instruction:

1. Remove all previous versions from inventory
LHP 605 LIHEAP English Moratorium letter 2015 Revised 9-1-15
LHPSP 605 LIHEAP Spanish Moratorium letter 2015 Revised 9-1-15
2. Replace with revised form
LHP 605 LIHEAP English Moratorium letter 20 16 Revised 9-12-16
LHPSP 605 LIHEAP Spanish Moratorium letter 2016 Revised 9-12-16

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

If you have any questions or comments, feel free to contact Sharon Rivera at 505-827-7267 or by email at Sharonm.Rivera@state.nm.us.

(Client Name & Address ▼)

Dear :

Notice of Protection from Utility Disconnection

PLEASE GIVE THIS LETTER TO YOUR UTILITY COMPANIES 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, 2016 through March 15, 2017. 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, 2016, 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 scheduled. 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, 2016 THROUGH MARCH 15, 2017.**

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 Martínez, Gobernadora
Brent Earnest, Secretary
Sean Pearson, Deputy Cabinet Secretary

(Nombre y dirección del cliente ▼)

Estimado/a :

Aviso de protección contra la desconexión de servicios públicos

ENTREGUE ESTA CARTA A SUS EMPRESAS DE SERVICIOS PÚBLICOS LO ANTES POSIBLE PARA EVITAR LA DESCONEXIÓN DURANTE LA TEMPORADA DE USO DE CALEFACCIÓN.

Según la ley, algunos clientes de servicios públicos residenciales de bajos recursos están protegidos contra la interrupción o la desconexión de los servicios públicos cuando no pueden pagar su factura de servicios públicos durante la temporada de uso de la calefacción. La temporada de uso de la calefacción es del 15 de noviembre de 2016 al 15 de marzo de 2017. Esta ley es únicamente para las empresas de servicios públicos reguladas por la Comisión de Regulación Pública (Public Regulation Commission, PRC).

El Departamento de Servicios Humanos (Human Services Department, HSD) determinó que las personas que viven en su casa (en la dirección física en los registros del HSD) son elegibles para recibir protección. La dirección física en los registros es:

{Case Resident Address}, {City, State Zip}. Es posible que no sea la misma dirección del servicio de la factura de servicios públicos.

Si debe dinero en la factura de servicios públicos el 15 de noviembre de 2016, no tendrá protección y se podrán desconectar sus servicios públicos. Puede tener protección nuevamente después de pagar el dinero pendiente o cuando disponga un plan de pago con la empresa de servicios públicos y lleve a cabo los pagos según lo acordado. Si necesita ayuda para pagar o desea disponer un plan de pago, llame a su empresa de servicios públicos.

ESTE AVISO DE PROTECCIÓN CUBRE EL PERIODO DESDE EL 15 DE NOVIEMBRE DE 2016 HASTA EL 15 DE MARZO DE 2017.

LHPSP 605