

General Information Memorandum

ISD-GI -14-56

TO: ISD Employees
FROM:  Marilyn Martinez, Acting Director, Income Support Division
RE: Reminders When Processing LIHEAP Applications
DATE: October 15, 2014

The following should not be used in ASPEN when entering the billing account number for LIHEAP applicants/recipients:

- Dashes/hyphens (Example-20372-02)
- Special characters (Examples -@,#, -)

Please pay special attention to the following vendors regarding billing account numbers entered into ASPEN for LIHEAP applicants/recipients:

- NM Gas Company and PNM must be 16 numerical digits and no special characters (Examples - PNM-0377399030421027; NM GAS-1160265150795737).
- Xcel Energy, only use the numbers that fall between the dashes as your account number. (Example - 54-0157067-0 *only use 0157067*).

Please make sure starting this FFY2015 LIHEAP Season, that all LIHEAP alerts are worked by staff. Work the NOGO report, (LHP -033 Daily), this report goes hand in hand with the alerts. Errors are as follows:

- 01-Change in the applicants/recipients account number
- 02-Change in the applicants/recipients name
- 03-Change in applicants/recipients address

When information is pulled in from the YESNM application, please review the account numbers and all other LIHEAP information for accuracy. This will greatly cut down on errors.

Do not create a new case for individuals who are in ASPEN already.

The Vendor List on the forms drive ([:\DITSFASV025\SDForms](\\DITSFASV025\SDForms)) is frequently updated. Please make sure you are using the most current list at all times.

If you have any questions please contact JoAnn.Lapington@state.nm.us or 505-827-7258.