
Manual Revision Memorandum

ISD MR 17-14

TO: ISD Employees
FROM: Mary Brogdon, Director, Income Support Division
RE: Forms Manual Revision for LIHEAP Moratorium Letter, English (LHP 605) and Spanish (LHPSP 605) Versions
DATE: October 18, 2017

Attached is the LIHEAP Moratorium letters effective October 1, 2017 for Federal Fiscal Year 2018. This letter is provided in English and Spanish.

The Moratorium on disconnection of utilities will start on November 15, 2017. Regulated utility companies cannot disconnect service to qualified low income customers between November 15, 2017 and March 15, 2018, 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, 2017. 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.

The LHP 605 and LHPSP 605 are manually generated forms that can be provide to the recipient who may be facing disconnection during November 15, 2017 through March 15, 2017 and all other requirements stated on the form are met. These forms will be used in conjunction to the HSD 1220 LIHEAP NOCA when requested.

Use of the revised forms will be in effect beginning October 1, 2017.

Instruction:

1. Remove all previous versions from inventory
LHP 605 LIHEAP English Moratorium letter 2016 Revised 9-12-16
LHPSP 605 LIHEAP Spanish Moratorium letter 2016 Revised 9-12-16
2. Replace with revised form
LHP 605 LIHEAP English Moratorium letter 2017 Revised 10-10-17
LHPSP 605 LIHEAP Spanish Moratorium letter 2017 Revised 10-10-17

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 Sharonm.Rivera@state.nm.us.



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Mary Brogdon, Division Director

(Client Name & Address ▼)

Dear :

Notice of Protection from Utility Disconnection

PLEASE GIVE THIS LETTER TO YOUR UTILITY COMPANIES AS SOON AS YOU CAN TO PREVENT DISCONNECTION DURING THE HEATING SEASON.

Under the law, some 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, 2017 through March 15, 2018. This law is only for utility companies regulated by the Public Regulation Commission (PRC).

The Human Services Department (HSD) has determined that persons living in your home (at the physical address on record with HSD) are eligible for protection. The physical address on record is: {Case Resident Address}, {City, State Zip}. This may not be the same as the service address on your utility bill.

If you owe money on your utility bill on November 15, 2017, you will not be protected and your utilities may be shut off. You can be protected again after you pay the past due money or when you make payment arrangements with your utility company and make your payments as agreed. If you need help paying, or would like to make payment arrangements, call your utility company.

**THIS NOTICE OF PROTECTION COVERS THE PERIOD FROM
NOVEMBER 15, 2017 THROUGH MARCH 15, 2018.**

LHP 605



HUMAN SERVICES
DEPARTMENT

Susana Martínez, Gobernadora
Brent Earnest, Secretary
Mary Brogdon, Division Director

(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 2017 al 15 de marzo de 2018. 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 2017, 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 2017 HASTA EL 15 DE MARZO DE 2018.

LHPSP 605