



HUMAN SERVICES  
DEPARTMENT

Susana Martinez, Governor  
Sidonie Squier, Secretary  
Marilyn Martinez, Acting Director

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## General Information Memorandum

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ISD-GI 13-62

**TO:** ISD Employees  
**FROM:** *MM* Marilyn Martinez, Acting Director, Income Support Division  
**RE:** Moratorium for Utility Vendors  
**DATE:** November 20, 2013

The Moratorium on disconnection of utility vendors started on November 15, 2013. Regulated utility companies cannot disconnect service to qualified low income customers between November 15, 2013 and March 15, 2014 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, 2013. 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.

Households may qualify for protection from disconnection during the moratorium period because the household receives benefits from an ISD administered program with income limits at or below 150% of the federal poverty guidelines. The benefit approval notice issued by ISD can be presented to the utility vendor as proof of eligibility for the moratorium protection. Offices that have not been converted over to ASPEN may find the moratorium letter on the HSD website (<http://www.hsd.state.nm.us/isd/liheap.html>) or the HSD ISD Forms drive (\\DITSFASV025) In order to receive a LIHEAP benefit, customers will have to apply for LIHEAP and be determined eligible to receive assistance.

If you have any questions, contact JoAnn Lapington at (505) 827-7258 or by email [JoAnn.Lapington@state.nm.us](mailto:JoAnn.Lapington@state.nm.us).