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## Manual Revision Memorandum

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**ISD-MR-14-17**

**TO:** ISD Employees  
**FROM:**  Marilyn Martinez, Acting Director, Income Support Division  
**RE:** Forms update- LIHEAP Moratorium Letter, English and Spanish Version  
Manual Revision  
**DATE:** October 15, 2014

Attached is the LIHEAP Moratorium letters for FY 2015. This letter is provided in English and Spanish.

The Moratorium on disconnection of utilities will start on November 15, 2014. Regulated utility companies cannot disconnect service to qualified low income customers between November 15, 2014 and March 15, 2015, 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, 2014. 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.

Forms update-LIHEAP Moratorium Letter, English and Spanish Version  
Use of the revised forms shall begin immediately.

**Instruction:**

**1. Remove all previous versions from inventory**

LIHEAP English Moratorium Letter 2014

LIHEAP Spanish Moratorium Letter 2014

**2. Replace with revised form**

LIHEAP English Moratorium Letter 2015

LIHEAP Spanish Moratorium Letter 2015

This form has been posted to the forms drive ([:\DITSFASV025\ISDForms](\\DITSFASV025\ISDForms))

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



HUMAN SERVICES  
DEPARTMENT

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

(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, 2014 through March 15, 2015. 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, 2014, 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, 2014 TO MARCH 15, 2015.**

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.

(Client Name & Address ▼)

Estimado :

### Aviso de Protección sobre Desconexión de Servicios

**POR FAVOR ENTREGUE ESTA CARTA A LA COMPAÑÍA 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 2014 al 15 de Marzo del 2015. 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 2014, usted pierde 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 2014 HASTA EL 15 DE MARZO DEL 2015.**

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.