

**RULES AND REGULATIONS
GENERAL RULES (GR)
RULE GR-18
UTILITIES ASSISTANCE PROGRAM (UAP)**

GR-18.01 GENERAL

The purpose of the UAP is to provide assistance to low income customers of the Utility during the months of October through March, or year-round for Senior Citizens over age 65. Funding is provided voluntarily from customers.

To qualify for monthly assistance, the household income of the applicant must be below 50% of the median household income for the Santa Fe Metropolitan Statistical Area (MSA), which includes both Santa Fe and Los Alamos counties. The Department will verify income levels by requesting either copies of tax returns or pay stubs.

GR-18.02 AMOUNT OF ASSISTANCE PROVIDED

Assistance is always limited by the amount of contributions. The Utility shall attempt to distribute assistance based on need. Assistance provided will be up to 30% of the customer's average bill for consumption of water, gas, and electric during the previous winter months of October through March, with a maximum of \$125.00 assistance per month and a minimum of \$15.00 assistance per month for those who qualify. If the customer does not have previous winter use history at the subject residence staff will estimate appropriate assistance based on relevant comparative information.

GR-18.03 ONE-TIME PAYMENTS FOR IMMEDIATE HARDSHIP

A single lump sum assistance credit may be applied to a customer's bill if they have a demonstrated need due to unforeseen circumstances (e.g., layoff, illness, major household repairs, etc.) and are in danger of their utility services being turned off for non-payment. A brief statement of income and anticipated expenses, a statement of need or hardship and details of other assistance resources sought or expended will be required. Lump sum payments will generally only be granted once and only after all other assistance programs have been exhausted. The maximum amount will be \$350.00. Each individual case will be judged on its own merit. Staff will make a recommendation for final approval by the Deputy Utilities Manager for Finance and Administration.

GR-18.04 PROCEDURE FOR ALLOCATING ASSISTANCE

Each month the Utility will compute the maximum allocation for each applicant. If the total allocation thus calculated exceeds projected funds available, the allocations will be reduced on a pro-rata basis. In no case will assistance payments exceed contributed funds available at the time the assistance payment is credited to the customer's account.