

# If you've hit a low...

## We might be able to help

### Are you in need?

Los Alamos Department of Public Utilities maintains an assistance fund for those who struggle to pay their utility bills. Funded through voluntary customer contributions, the Utility Assistance Program (UAP) provides support to:

1. Low income customers during the months of October through March
2. Low income customers over the age of 65 year round

~OR~

Account holders qualified through the Social Security Administration for Supplemental Security Income year round

3. Customers who demonstrate a one-time need due to unforeseen circumstances.

To qualify under the first two situations, household income must be below 50 percent of the median household income for Los Alamos County. UAP amounts are determined on a case-by-case basis and cover a portion of the full utility bill.

For more information or to apply for assistance, please visit [ladpu.com/assist](http://ladpu.com/assist), call 505.662.8333 or email [CustomerCare@lacnm.us](mailto:CustomerCare@lacnm.us).

DPU customers may also be eligible for assistance from LIHEAP or local non-profit organizations.

### Can you give?

DPU's Utility Assistance Program is funded through the generosity of local utility customers. In fiscal year 2022, DPU processed more than \$64,000 in payments for utility assistance within Los Alamos County. This amount included UAP as well as programs administered through LIHEAP and the state of New Mexico.

In Los Alamos, we are stronger because we are a supportive community and we care about the welfare of its members. We ensure our neighbors can meet their basic needs. Donations to the UAP provide crucial support, offer financial relief and reduce economic disparities.

If you would like to contribute to the UAP on a regular basis through your utility bill, sign up at [ladpu.com/donate](http://ladpu.com/donate).

If you would like to make a one-time contribution, please consider adding it to your total when submitting your invoice stub with your monthly utility bill payment.

Questions? 505.662.8333  
[CustomerCare@lacnm.us](mailto:CustomerCare@lacnm.us)

*Seeking assistance is a common, rational and reasonable response to challenging circumstances. We have programs in place to provide temporary support during times of need.*

**LOS ALAMOS**  
Department of Public Utilities