



# DPU Scoop



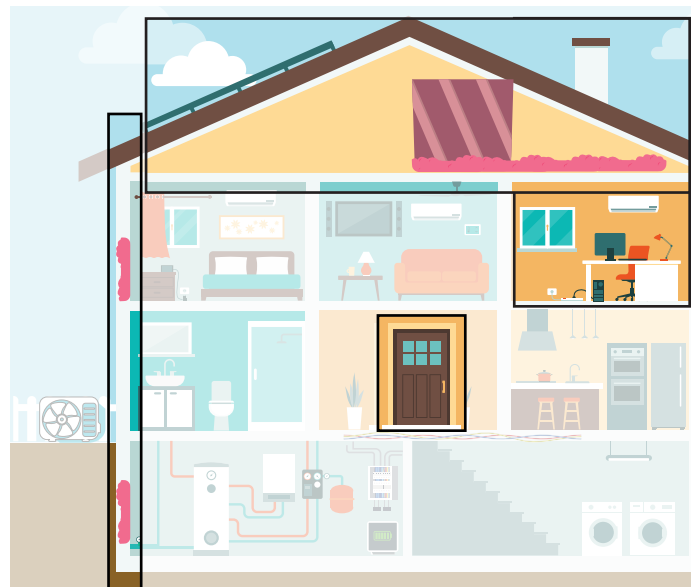
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# CONSERVATION

## TIPS AND PRACTICES TO IMPROVE THE EFFICIENCY OF YOUR HOME'S ENVELOPE

- Clean: seals around windows and doors.
- Borrow a thermal camera to detect air leaks and areas of missing insulation.
- Use curtains/shades/blinds to your solar heat advantage.
- Fireplace? Close the damper, doors, and/or install a chimney balloon to stop drafts.
- Check that your HVAC is blowing air where you need it and not where you don't (into the attic/wall/below the floor).
- Repair roof and siding issues.
- Check the insulation in your attic and add more.
- Cold Feet? You might need to add basement/crawlspace insulation.
- Wall insulation is harder to address, but can be worth looking into, particularly for really off-temperature areas.



### EFFICIENCY SERIES: OUTER ENVELOPE



## COYOTE mating season...

Late January through early March is the mating season for coyotes and they become more active during this time. Take action to prevent conflicts with coyotes with these actionable tips:

### Protect pets

Dogs should always be supervised and on a leash. During the breeding season, coyotes become very active marking and defending their territories to protect their pack from other coyotes.

### Remove food sources

Coyotes will utilize whatever food is available, including small animals, insects, and fruits, as well as artificial sources such as garbage, pet food, and compost.

### Hazing

If you see a coyote in your yard, you should aggressively "haze" it by chasing it out of the yard, making loud noises, and throwing small objects, if needed. Repeated hazing helps teach coyotes they are not welcome there.

### Don't be intimidated

It's important to note that negative encounters with coyotes are rare, and attacks on people are even more rare.

### Seek help if appropriate

Coyotes can be active at any time of day; however, if you encounter a coyote with concerning behavior like approaching leashed pets, closely following people, or not running off when hazed, contact NM Game & Fish for assistance.

To learn more about the coyote and living with other large predators, visit the NM Game & Fish website at [www.lacnm.com/NMGF](http://www.lacnm.com/NMGF).

## Shutoff Moratorium Ending

If you were unable to pay your utility bills during the winter and were protected by the winter moratorium, you should know the moratorium ends on March 15th. To discuss options to bring your account current while avoiding shutoff, please call the Customer Care Center at the Los Alamos Department of Public Utilities.

According to the winter moratorium (DPU Rule GR-13.06 C.(1) a), protection from winter shutoff begins each year on November 15. For customers whose accounts are current at the start of the moratorium, services will not be disconnected from that date through March 15th. This applies to customers whose accounts are either paid in full or who are current on payment arrangements for amounts due as of November 15th.

### Contact us

Customer Care Center representatives are available Monday through Friday from 8 a.m. to 5 p.m.

### Visit, call or email:

Municipal Building, Lobby  
1000 Central Ave, Los Alamos, NM  
505.662.8333 CustomerCare@lacnm.us

Don't wait! We can provide information on various utility assistance programs and set up a formal payment plan to help you bring your account current without the worry of disconnection.

Visit our website for information on viewing your account online and other assistance programs: <https://ladpu.com/assist>.

## Fin de la Moratoria de Desconexiones

Si no pudo pagar sus facturas de servicios de utilidades durante el invierno y recibió protección de la moratoria invernal, debe saber que la moratoria termina el 15 de marzo. Para hablar sobre las opciones para poner su cuenta al corriente y evitar desconexión de servicios, llame al Centro de Atención al Cliente del Departamento de Servicios Públicos de Los Alamos.

De acuerdo con la moratoria invernal (Regla GR-13.06 C.(1)a del DPU), la protección contra desconexiones invernales comienza el 15 de noviembre de cada año. En el caso de los clientes cuyas cuentas estén al corriente al inicio de la moratoria, no se cortarán los servicios desde esa fecha hasta el 15 de marzo. Esto se aplica a los clientes cuyas cuentas se hayan liquidado en su total o que estén al corriente en su cuenta con sus planes de pagos para los importes adeudados hasta el 15 de noviembre.

### Como Contáctarnos

Los representantes del Centro de Atención al Cliente están disponibles de lunes a viernes, de 8 a.m. a 5 p.m. o llame al (505) 662-8333.

## Helio Big Year Solar Education: Solar Power

Solar power technology converts sunlight into electrical energy through photovoltaic (PV) panels or through mirrors that concentrate solar radiation.

Solar panels systems are used in a variety of settings, from portable to utility-scale.



Concentrating solar-thermal power (CSP) systems are enormous and used in very large power plants.



Visítenos, llámenos o envíenos correo electrónico:  
Ubicación del Edificio Municipal  
1000 Central Ave  
Los Alamos, NM  
505.662.8333  
CustomerCare@lacnm.us

¡No espere más! Podemos proporcionarle más información sobre diversos programas de asistencia con servicios básicos y acordar un plan formal de pagos para ayudarle a poner su cuenta al corriente sin tener que preocuparse por un desconexión.

Visite nuestro sitio de internet para obtener información sobre cómo consultar su cuenta en línea y sobre otros programas de asistencia: <https://ladpu.com/assist>.



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