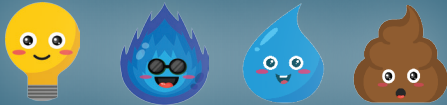


DPU Scoop



IN THIS EDITION

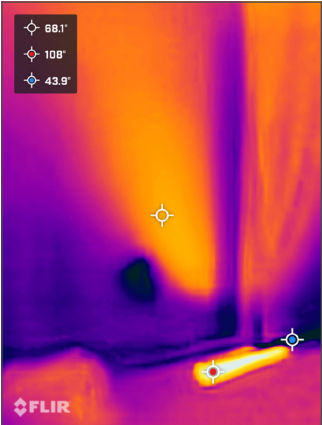
- Thermal cameras for efficiency and fun
- Be bear wise at home
- Rate changes effective Oct. 1
- Are you protected from disconnection?
- New feature for faster payments

THERMAL CAMERAS FOR EFFICIENCY AND HALLOWEEN FUN

Cold weather is around the corner. Performing a DIY energy assesment of your home could reduce the amount that Blinky and Toasty are lighting up your utility bill.

Borrow a thermal camera from either Public Library and see air leaks and areas of low insulation for yourself.

While DPU cannot currently perform energy assessments or audits in your space, the conservation staff will help you interpret results, provide potential solutions, and understand your utility consumption patterns. Find the assessment checklist online at ladpu.com/DIYenergy.



Thermal image of a wall with an outlet (black area), a heating vent (bright yellow), and an exterior door covered with curtain (right side of image).

Dare to enter the unknown...



Let thermal cameras reveal what your eyes cannot at the 3rd Annual Ghost Hunt!

Meeting spot cloaked in mystery (stay tuned)
Saturday, Oct. 25 | 6:30-8:00 p.m.

Please note: We regret to inform you that the federal tax credits for insulation, doors, windows, high efficiency HVAC and water heaters, solar panels, battery storage and more will be ending by December 31, 2025. The New Mexico rebate program and state credits remain unaffected. Follow DPU's short link to more detailed information about this news online: ladpu.com/nmr.

Be bear wise at home

The biggest attractants for bears are food sources. Secure your home and avoid negative encounters with wildlife.

Do not feed the wildlife

- Always pull bird feeders inside at night
- Keep all doors and windows closed and locked
- Keep garage doors closed and lock pet doors at night
- Keep refrigerators and freezers inside
- Do not store coolers with food and drinks outside or in vehicles
- Do not store attractants on balconies or decks



BBQ grills & smokers

- Clean drip pans and grates after every use
- Keep grills and smokers covered and store utensils indoors
- Do not leave food unattended when cooking or eating outdoors

Trash & Recycling

- Clean all roll carts often to reduce odors
- If you do not have a bear-cart, store roll-carts inside, if possible
- Wait until the morning of your collection day to put out roll carts

To request a bear cart from the Eco Station, visit <https://lacnm.com/bearcart>.

To learn more about black bears and other wildlife in Los Alamos County, visit the County website at www.lacnm.com/wildlife.

Utility Rate Changes Effective Oct. 1

Service	Charge Type	<9/30	> 10/1	Method
Natural gas	Small meter charge	13.00	14.25	monthly
Natural gas	Large meter charge	39.00	41.25	monthly
Natural gas	Fixed commodity rate	0.32	0.34	per therm
Natural gas	Fixed commodity rate - schools	0.28	0.30	per therm
Water	Residential meter charge	15.17	16.69	monthly
Water	1.5" meter charge	48.05	52.86	monthly
Water	2" meter charge	71.72	78.89	monthly
Water	2.5"-3" meter charge	141.53	155.68	monthly
Water	4" meter charge	241.00	265.10	monthly
Water	6" meter charge	508.75	559.63	monthly
Water	8" meter charge	840.58	924.64	monthly
Water	Commodity rates			
Water	<= 9000 gallons			
Water	All classes: Oct-Apr	7.17	7.53	per kgal
Water	Single family: May-Sept	7.17	7.53	per kgal
Water	Multi-family: May-Sept	7.17	7.53	per kgal
Water	Commercial: May-Sept	7.17	7.53	per kgal
Water	Schools: May-Sept	7.17	7.53	per kgal
Water	9100 -15,000 gallons			
Water	All classes: Oct-Apr	7.17	7.53	per kgal
Water	Single family: May-Sept	7.89	8.28	per kgal
Water	Multi-family: May-Sept	7.17	7.53	per kgal
Water	Commercial: May-Sept	7.17	7.53	per kgal
Water	Schools: May-Sept	7.17	7.53	per kgal
Water	>15,000 gallons			
Water	All classes: Oct-Apr	7.17	7.53	per kgal
Water	Single family: May-Sept	8.67	9.10	per kgal
Water	Multi-family: May-Sept	7.17	7.53	per kgal
Water	Commercial: May-Sept	7.17	7.53	per kgal
Water	Schools: May-Sept	7.17	7.53	per kgal

The rate changes above were adopted by County Council in 2024 (natural gas) and 2022 (water and sewer).

New feature for faster one-time utility payments

You can now save payment information for faster one-time payments. BillWallet, a new feature of Paymentus, gives customers the option to create a secure account within the platform. You can also schedule these one-time payments and make payments on several accounts. Get there by typing ladpu.com/paymentus in your browser.



Do you qualify for protection from winter disconnection?

DPU’s winter moratorium will begin November 15 and run until March 15. The moratorium protects eligible residential utility customers from disconnection of essential services for non-payment during the coldest months of the year. DPU will not disconnect your services if you meet TWO requirements:

- 1. Your account is not past due on November 15 OR you have a current payment arrangement at that time.
- 2. You are eligible for Low Income Home Energy Assistance (LIHEAP) OR for winter or senior assistance under DPU’s Utilities Assistance Program (UAP).

Visit ladpu.com/assist to learn more about DPU’s winter moratorium, rule GR 13.06, and how you can apply for or support UAP.



¿Califica para la protección contra la desconexión invernal?

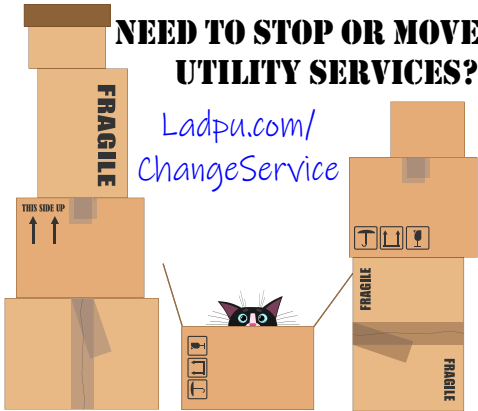
La moratoria invernal de la DPU comenzará el 15 de noviembre y se extenderá hasta el 15 de marzo. La moratoria protege a los clientes residenciales de servicios públicos elegibles de la desconexión de servicios esenciales por falta de pago durante los meses más fríos del año.

- DPU no desconectará sus servicios si cumples con DOS requisitos:
- 1. Su cuenta no tiene un balance antes del 15 de noviembre OH tiene un plan de pago vigente en ese momento.
 - 2. Usted es elegible para recibir Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP) OH para el Programa de Asistencia de Servicios Públicos (UAP) de DPU.

Visite ladpu.com/assist para obtener más información sobre la moratoria de invierno de DPU, la regla GR 13.06 y cómo puede solicitar o apoyar la UAP.

NEED TO STOP OR MOVE UTILITY SERVICES?

[Ladpu.com/ChangeService](https://ladpu.com/ChangeService)



FIND DPU ONLINE!

Connect through our Linktree at <https://ladpu.com/Links>

