

**RULES AND REGULATIONS
GENERAL RULES (GR)
RULE GR-13
DISCONNECTION AND RECONNECTION OF SERVICE**

GR-13.06 DPU WINTER DISCONNECTION MORATORIUM

- A. DPU observes the general principles of the “LIHEAP Winter Moratorium” (8.150.600.11 NMAC).
- B. WINTER MORATORIUM PROTECTIONS: DPU shall not disconnect service to a residential customer from November 15 of each year through March 15 of the subsequent year for nonpayment of the residential customer’s utility bill if:
 - a. The residential customer meets the qualifications as outlined in GR-13.06(C); and
 - b. the residential customer has no past due charges on November 15 or has a current payment arrangement with DPU.
- C. Qualifications. To qualify for the DPU winter disconnection moratorium, the residential customer must either
 - a. provide DPU with copy of LIHEAP (low-income home energy assistance program administered by HSD) eligibility (proof of qualification); or
 - b. meet DPU Utility Assistance Program (UAP) eligibility (DPU Rule GR-18.01), excluding one-time assistance eligibility (DPU Rule GR-18.03).
- D. Program Information. DPU will inform the public about UAP and winter disconnection moratorium protection for qualified residential customers including explanation of payment options. These notices will also provide the details for how to qualify for the DPU winter disconnection moratorium.