

Utilities Assistance Program

(UAP)

UAP Overview

- Purpose of the UAP is to aid qualified low-income residential customers regardless if you rent or own
- Assistance Programs Available through DPU
 - One Time Assistance – Max of \$350.00 per qualifying event
 - 6 Months Assistance – October through March
 - Year-Round Assistance – October through September of following year
 - Funded entirely through customer donations

One Time Assistance

- GR-18.03 One-Time Payments for Immediate Financial Hardship
 - A single lump sum assistance credit may be applied to a qualified 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 as to why available resources are not sufficient to pay the utilities bill, and details of other assistance resources sought or expended will be required. Lump sum payments will generally only be granted once per incident and only after all other assistance programs have been pursued. 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 after review of the hardship documentation provided to ensure compliance with the requirements stated in this provision.

One Time Assistance

- Single lump sum, max of \$350
- Demonstrate hardship or unforeseen circumstances (e.g. Layoffs, Illness, Major Household or Auto Repairs, etc.)
- Granted once per event
- Approved by the Deputy Utilities Manager of Finance and Admin

One Time Assistance

- <https://www.cognitoforms.com/LosAlamosCountyDPU/applicationforonetimeutilitiesassistanceforfinancialhardship>

6 Month or Year-Round Assistance

- GR-18.01 General
 - To qualify for monthly assistance, the household income of the applicant must be below 50% of the median household income for the Los Alamos Census Designated Place (CDP), which includes all of Los Alamos County. The Department will verify income levels by requesting copies of tax returns, pay stubs, or other suitable documentation. Applicants should be aware that documents submitted may be subject to release under the inspection of public records act (IPRA). Personal Identifier Information and tax information will be redacted to the extent allowable under IPRA Regulations before release.

6 Month or Year-Round Assistance

- 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, electric and sewer 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. The monthly credit will be limited by the customers total bill for utilities services for each individual month. If the customer does not have previous winter use history at the subject residence staff will estimate appropriate assistance based on relevant comparative information.

6 Month or Year-Round Assistance

- To qualify household income of applicant must be below 50% of the median household income for Los Alamos Census Designated Place (CDP)
- Median Household Income: $\$116,116 \times 50\% = \$58,058$ per Rule GR18.01
- Year-Round assistance for account holders over 65 years of age with income detailed above or account holder is qualified through the Social Security Administration for Supplemental Security Income (SSI)
- Provides assistance up to 30% of customer average bill
- Minimum of \$15.00 per month and maximum of \$125 per month
- Assistance provided in October through March
- Applications must be submitted each year
- Current LIHEAP benefit letter

6 Month or Year-Round Assistance

- <https://www.cognitoforms.com/LosAlamosCountyDPU/applicationforgeneralutilitiesassistance>

Balances and Assistance Provided

UAP Fund Balance

FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020	FY 2021	FY 2022	FY2023*
25,073.54	27,988.51	27,366.20	25,173.26	23,821.73	26,731.30	33,927.20	26,781.37	15,471.28

*YTD as of May 23, 2023

	2019	2020	2021	2022	2023*
Average Monthly Donation	(483.37)	(1,542.68)	(1,946.63)	(1,212.30)	(1,017.17)
Average Monthly Assistance	596.00	1,300.22	1,395.24	1,759.51	1,983.87

*Average as of May 23, 2023

Customer Accounts

- One time assistance provided from March 2023 through May 2023 was \$5,600 for 16 customers.
- One time assistance from November 2022 through March 2023 was \$1,400 for 4 customers.
- Winter Assistance for October 2022 through March 2023 totaled ~ \$4,454.24 for 24 customers
- Year-Round Assistance is helping 22 customers

Other Resources

For additional assistance DPU Customer Care Staff refers residents to:

- LA Cares
- Self Help
- LIHEAP

- Los Alamos County Social Services Office
DPU Customer Care works in conjunction with Social Services as needed

- Assistance from other resources for March 2023- May 2023. LA Cares \$16,866.95, Self Help \$1,000.00, & LIHEAP \$630.00

How to Donate

- Customers can opt in to give a designated amount on each bill
 - <https://www.cognitoforms.com/LosAlamosCountyDPU/SignUpToDonateMonthlyToTheUtilitiesAssistanceProgram>
- Customers may also make one time donations by filling out the UAP donation amount on their bill stubs or by using the Donate now function in Paymentus

Questions