



DPU Scoop



IN THIS EDITION

- Improve Kitchen Efficiency
- Get to Know the Mountain Lion
- Medical Equipment Registry
- Helio Big Year Education: Solar Ovens
- Utility Assistance Program

TIPS AND PRACTICES TO IMPROVE THE EFFICIENCY OF YOUR KITCHEN

- Clean: hood vent; refrigerator coils; light fixtures; HVAC vents; cooktop surface; oven; garbage disposal; dishwasher filter; seals on appliances
- Adjust water heater temperature to 120°.
- If you have a dishwasher, let it do the dishes for you...stop pre-rinsing.
- Eat the food in your fridge and pantry before it goes bad.
- Limit preheating time when using the oven.
- Replace other filters as needed.
- Fix leaking faucets and sink fixtures.
- Caulk and foam seal cracks and gaps where plumbing and piping fixtures go through floors and walls.
- Check the age and condition of your major appliances. Begin to research and budget for energy efficient replacements.



Get to know the MOUNTAIN LION

Mountain lions are usually tawny- to light-cinnamon in color with black-tipped ears and tail. Adult cats can weigh from 80 to 150 pounds and measure eight feet long, with the tail included. Most active from dusk to dawn, lions eat deer; however, they also kill elk, porcupines, small mammals, livestock, and other domestic animals.

Historically the mountain lion has occupied all parts of Los Alamos

County. If you encounter a mountain lion, follow these quick tips:

- 1. Stay calm;**
- 2. Do not approach;**
- 3. Do not run;**
- 4. Do not crouch down or bend over;**
- 5. Do all you can to appear intimidating;**
- 6. If approaching you, start throwing things at it.**

To learn more about the mountain lion and living with other large predators, visit the NM Game & Fish website at www.lacnm.com/NMGF.

DO YOU RELY ON MEDICAL EQUIPMENT?

The DPU maintains a voluntary medical equipment alert program for customers who use life-sustaining, electrically powered, medical equipment for the preservation of health or life. This list helps us to identify individuals with special notification requirements of planned utility outages and assists us in prioritizing repairs for unplanned outages.

We attempt to provide special notification above normal notification procedures to registered community members when a planned power interruption is scheduled.

Although we work hard to maintain and improve the reliability of the electric system, we cannot guarantee that a power outage will never occur. It is the responsibility of the caregiver to have a backup system and/or a plan of action in the event of a power outage.

We ask that those who are registered re-enroll once a year so that we can keep the list current. After a year, customers who do not re-enroll are removed from the list.

If you would like to register yourself or a member of your household, please contact the Customer Care Center at (505) 662-8333 or CustomerCare@lacnm.us, OR register online at ladpu.com/medequip.

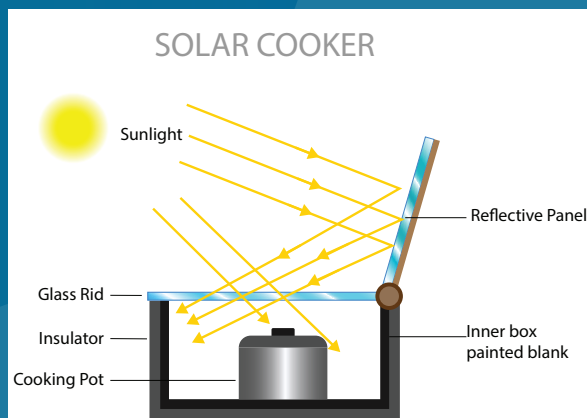


Helio Big Year Solar Education: Solar Ovens

Solar ovens come in many shapes, sizes, and levels of complexity. From the DIY ovens made from boxes (check out climatekids.nasa.gov/smores) to the parabolic cooker style with curved reflective surfaces, there is likely an ideal model for anyone looking to give it a go.

The idea is simple: reflect the sun and trap or concentrate the solar heat to cook the food. Temperature capabilities depend on the technology utilized and can range from 200°F-400°F.

While fun to play around with in the summer or on camping adventures, solar cooker technology is also important. As it continues to develop, it is assisting in the fight against hunger and water-borne diseases.



Are you in need of utility assistance?

Please visit ladpu.com/assist for more information or to apply

Please consider contributing to the Utility Assistance Fund

Sign up to donate monthly through your utility account at ladpu.com/donate

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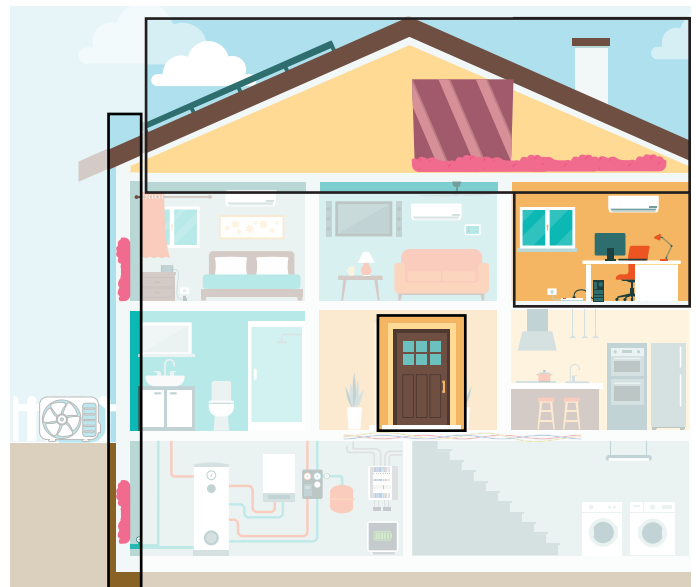
IN THIS EDITION

- Outer Envelope Efficiency Tips
- Coyote Mating Season
- Shutoff Moratorium Ending
- Fin de la Moratoria de Desconexiones
- Helio Big Year Solar Education

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.

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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Stay in the know on all things DPU by following us on social media



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IN THIS EDITION

- Bathroom Efficiency Tips
- Prevent Conflicts with Raccoons
- Essay Contest for Youth Leadership Camp
- FY2023 DPU Annual Report
- Helio Big Year Solar Education

CONSERVATION

HOW TO IMPROVE THE EFFICIENCY OF YOUR BATHROOM

- Clean: exhaust fans; light fixtures; fixture heads; drains. Silica is the most common offender of build-up.
- Adjust water heater temperature to 120°.
- Phase in LEDs to replace hotter bulbs.
- Fix leaking faucets and fixtures.
- Listen to your bathroom and perform the 10-minute leak detection test.
- Caulk and foam seal cracks and gaps where plumbing and piping fixtures go through floors and walls.
- Investigate your toilet(s) and replace with low-flow models, if you haven't already.
- Some toilets are not designed for low-flow modifications such as bricks and flow bags. If your plunger gets a lot of use, your toilet might need to flush with the amount of water for which it was designed.



March 18-24, 2024
Fix a Leak Week



Preventing conflicts between people and RACCOONS...

Don't feed raccoons. If fed, they may become aggressive, even biting or scratching.

Keep garbage out of reach. Raccoons are very intelligent and will find ways to get into garbage. Secure garbage with a locking/clamping lid, rope, chains, bungee cords, or weights. On trash day, put the can out in the morning, as raccoons are nocturnal.

Do not leave pet food out. Feed dogs and cats indoors. If not possible, feed outdoor pets in the late morning/early afternoon. Always pick up food, water bowls, leftovers, and spilled food each day before dusk.

Keep pets indoors at night.

Raccoons will attack dogs or cats if they feel threatened by them, and bites can cause disease or injury.

Keep pet doors secure. To reduce the attraction of a pet door, never place the pet's food or water near the inside of the door. Pet doors should always be locked at night.

Keep compost secure. Do not put food in a compost pile, rather, put it in a secure, raccoon-proof compost container or a closed structure. This keeps the raccoons from feeding, but it also keeps the compost free of droppings.

Clean up after barbecues. Always clean grills, grease traps, and the area immediately after cooking.

To learn more about the raccoon and living with other wildlife, visit the NM Game & Fish website at www.lacnm.com/NMGF.

ATTN: SOPHOMORES & JUNIORS

The DPU is once again holding an essay contest for high school students who would like to attend

the ICUA Youth Rally,

a summer leadership camp and rally in Idaho!

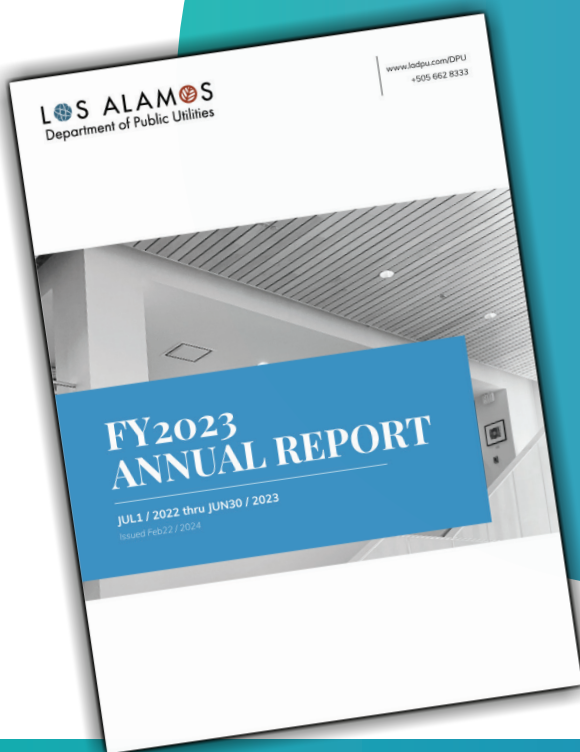
Through the essay contest, one Los Alamos student may be awarded a sponsorship to attend the event.

For more information, visit
ladpu.com/YouthRally.



FISCAL YEAR 2023 DEPT OF PUBLIC UTILITIES ANNUAL REPORT

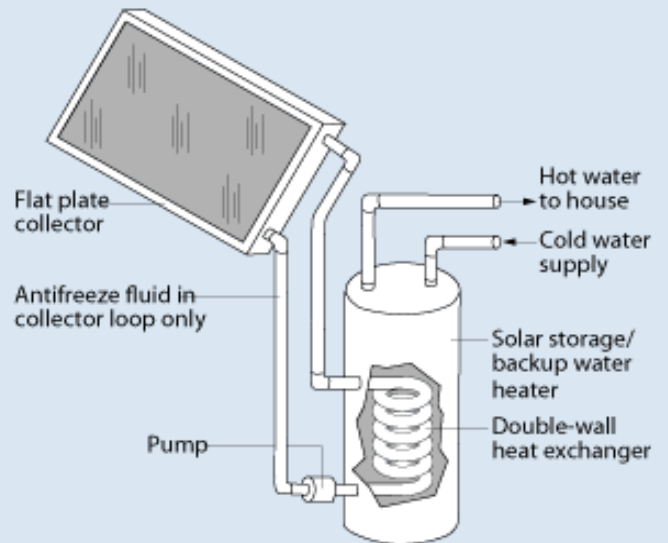
Read it online at ladpu.com/FY2023AR



Helio Big Year Solar Education: Solar Water Heaters

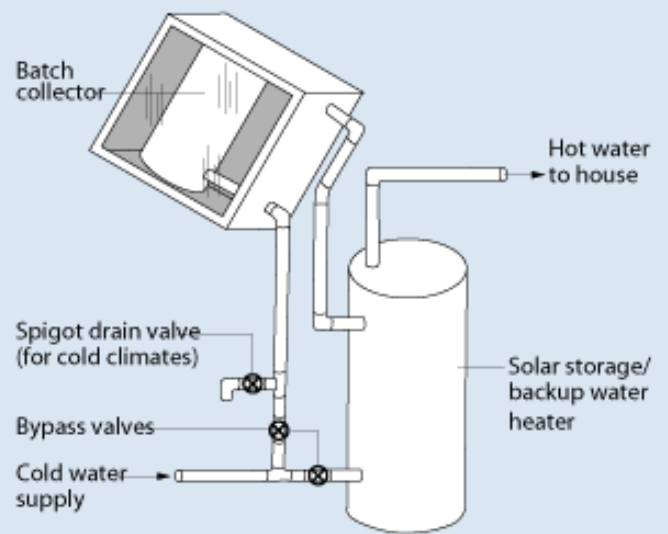
Solar water heaters can be a cost-effective way to heat water, especially since this system can be used in any climate, capitalizing the sun as the fuel source.

Active, Closed Loop Solar Water Heater



The basic components of a solar water heater system include storage tanks and solar collectors. Active systems have additional circulating pumps and controls, and passive systems do not.

Passive, Batch Solar Water Heater



Learn more at
energy.gov/energysaver/solar-water-heaters

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