

# Utility Assistance Program (UAP)

ATTACHMENT A

# Utility Assistance Program

UAP is designed to aid qualified low-income residential customers  
Funding is provided voluntarily by Los Alamos County Residents

- Winter Assistance – October through March (\$20 - \$158)
  - To qualify, the resident will need to provide one of the following: a current LIHEAP benefit letter, a SNAP benefit letter, a previous year's tax return, or copies of 2 two most recent pay stubs.
- Year-Round Assistance – October through September (\$20 - \$158)
  - To qualify, the resident will need to provide: Supplemental Security Income award letter, or 65 years or older
- One-Time Assistance
  - Demonstrate hardship or unforeseen circumstances (e.g., layoff, auto repair, illness, etc.) and are in danger of utility services being disconnected for non-payment. Lump sum payment up to \$350.
- Median Household Income
  - # $\$135,801 \times 50\% = \$67,900$

# How UAP is calculated

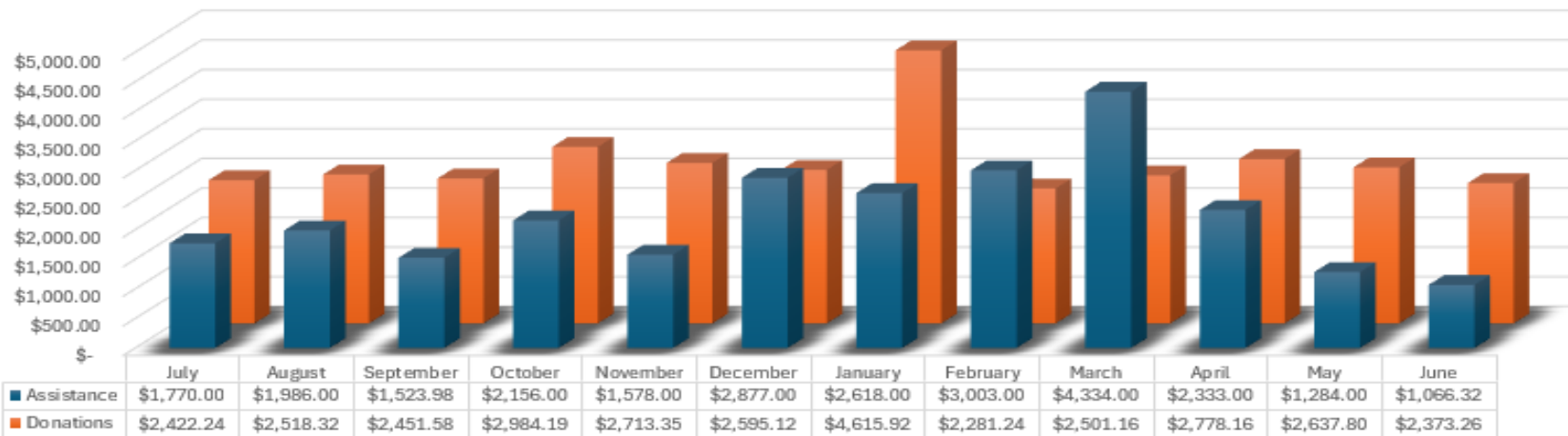
## Winter & Year-Round Assistance

- ❑ Average cost for Electric, Gas, Water & Sewer
- ❑ Assistance is calculated at 30% of the address's previous years usage
- ❑ Previous Years Usage - October through March
- ❑ Calculated monthly assistance is entered into our ERP system, Tyler Munis

Service	October	November	December	January	February	March	30%	Round up Amt
Electric	\$ 75.17	\$ 80.97	\$ 82.94	\$ 79.27	\$ 78.14	\$ 75.45	\$ 23.60	
Gas	\$ 10.29	\$ 48.49	\$ 66.43	\$ 97.62	\$ 57.45	\$ 39.01	\$ 15.96	
Water	\$ 11.47	\$ 15.06	\$ 10.76	\$ 10.76	\$ 10.76	\$ 9.32	\$ 3.41	
Sewer	\$ 60.56	\$ 60.56	\$ 60.56	\$ 60.56	\$ 60.56	\$ 60.56	\$ 18.17	
<b>Total</b>	<b>\$ 157.49</b>	<b>\$ 205.08</b>	<b>\$ 220.69</b>	<b>\$ 248.21</b>	<b>\$ 206.91</b>	<b>\$ 184.34</b>	<b>\$ 61.14</b>	<b>\$ 62.00</b>

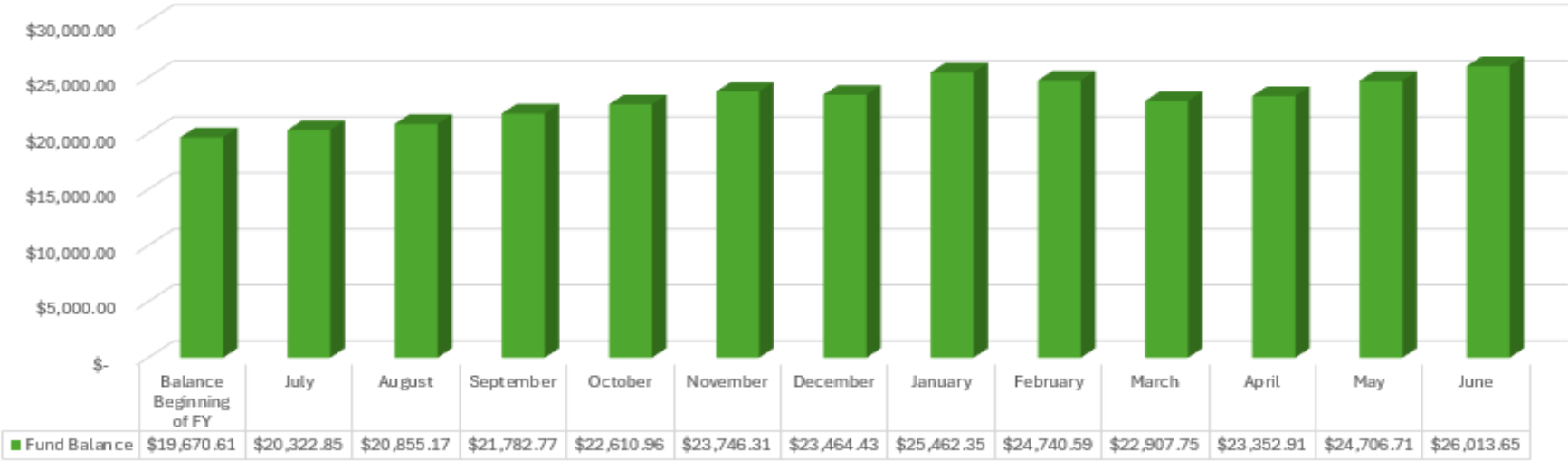
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## Utility Assistance & Donations

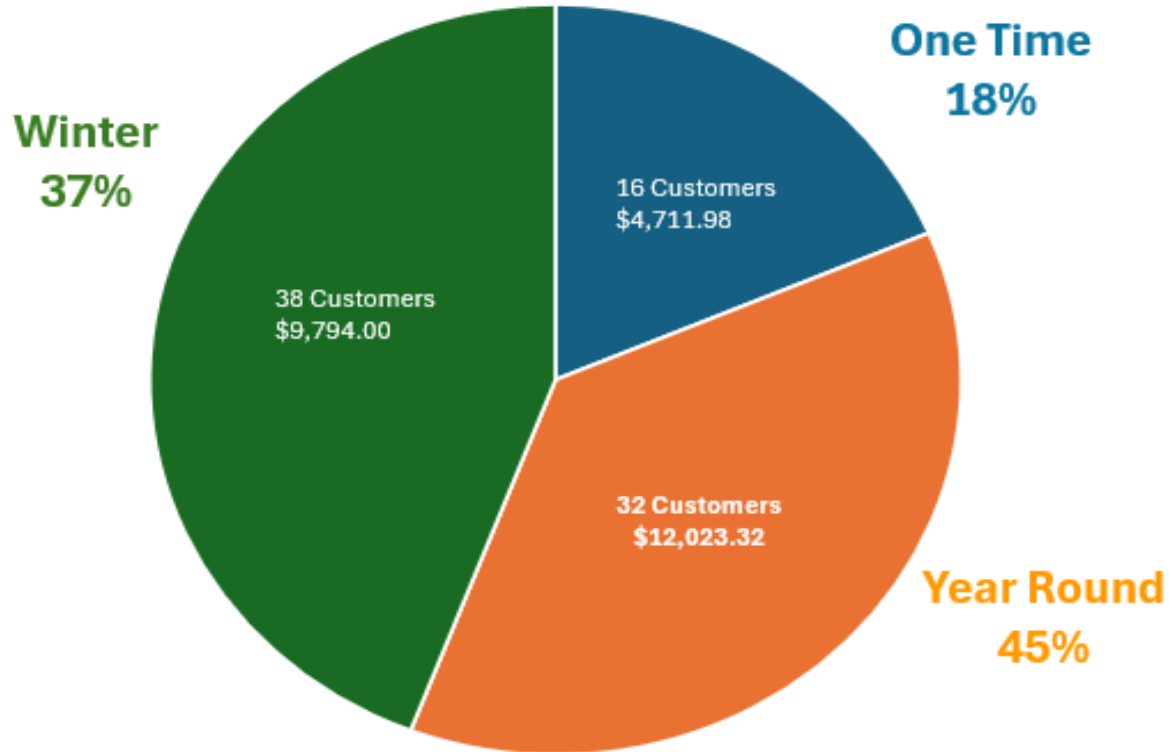


■ Assistance   ■ Donations

# Utility Fund Balance



# FY25 HOUSEHOLDS ASSISTED BY CATEGORY



86 Customer Assisted for FY2025  
\$26,529.30 Assistance Provided for FY2025

# Additional Resources

- Low Income Home Energy Assistance Program (LIHEAP)
- Self-Help
- LA Cares
- Los Alamos County Social Services

Amount of Assistance from additional resources – FY2025

- LIHEAP - \$5,810, 36 Customers
- LA Cares - \$26,83, 68 Customers

# How to Donate

- Monthly Support – Residents can opt to add a designated amount to their monthly utility bill.

<https://www.losalamosnm.us/Services/Public-Utilities/Utilities-Assistance-Program/Support-UAP>

- Residents may also make one-time donations by filling out the UAP donation amount on their bill stubs.

✂ Detach and return the portion below with your payment ✂

COUNTY OF LOS ALAMOS  
PO BOX 99  
LOS ALAMOS, NM 87544-0099

**LOS ALAMOS**

ELECTRONIC SERVICE REQUESTED

Bill Date	08/28/2025
Account Number	
Customer ID	
BALANCE DUE	453.56
Due Date	09/22/2025

Enter Amount Paid

Low Income Family Assistance

Enter Contribution in Excess of Bill \_\_\_\_\_

Make Checks Payable to:

COUNTY OF LOS ALAMOS  
PO BOX 99  
LOS ALAMOS, NM 87544-0099

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- Or....



You can support the Utility Assistance Program (UAP) by shopping for DPU merchandise on Zazzle! DPU's four utility mascots are featured on apparel and more! All profits from sales are directed to the UAP fund to benefit qualified DPU customers struggling to pay their utility bills.

Shop here: <https://www.zazzle.com/store/losalamosdpu>





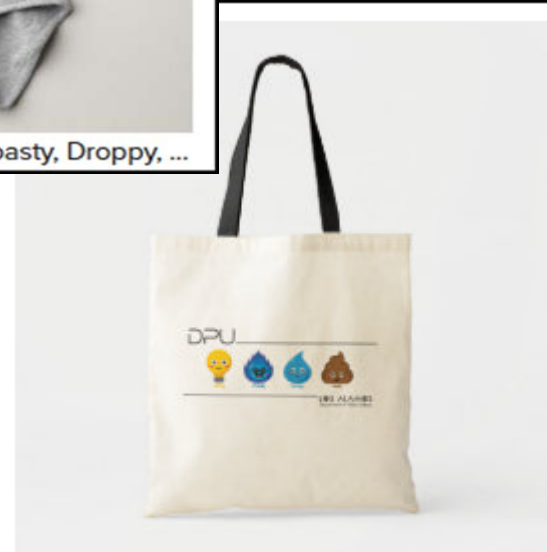
T-shirt starring DPU's utility mascots



Bodysuit featuring Blinky, Toasty, Droppy, ...



T-shirt starring DPU's utility mascots



Handy reusable, earth-friendly tote! tote b...

# Questions?