

DEPARTMENT OF PUBLIC UTILITIES

COLLECTION - ACTIVE UTILITY ACCOUNTS

OUTLINE

1. Current Aging status of accounts over 90 days
2. Pre COVID-19 Collection Process
3. COVID-19 Moratorium
4. Utilities Assistance Funding
5. CARES Funding
6. Other Assistance Available
7. Post COVID-19 Collection Process

OVER 90 DAYS ACTIVE ACCOUNTS

Aging Report totals:

April 1, 2020 – Start of COVID-19
shutoff moratorium

\$33,921.55 - 26 Accounts

June 1, 2021 – Current

\$121,640.76 – 144 Accounts

PRE COVID-19 COLLECTION PROCESS

From Billing Date

- 1) Bill Due – 25 days
- 2) Interest – 28 Days
- 3) Letter – 40 Days
- 4) Phone Call – 47 Days
- 5) Door Tag – 51 Days
- 6) Final Phone Call – 54 Days

Payment arrangements – must pay current bill plus additional amount to bring account current within 3 months. If payments were made as agreed, shut off suspended.

MORATORIUM DUE TO COVID-19

March 11, 2020 – First Case of COVID-19 confirmed in New Mexico

March 17, 2020 – Staffing reduced to mitigate the spread of COVID-19 and ordered to work from home, if possible

March 18, 2020 – NM Public Regulation Commission ordered temporary rule prohibiting disconnection of utilities during the time period the Governor's executive orders 2020-004 thru 2020-0010 are in place

Phone calls and reminder letters were sent to customers throughout the moratorium as staffing has been available.

UTILITIES ASSISTANCE PROGRAM (UAP)

UAP assistance since March 2020:

*Total One Time Assistance: Provided -
\$6,300.00, 18 accounts

*Total 6 Month Assistance: Provided -
\$7,191.44, 35 accounts

*Total Year-Round Assistance: Provided -
\$10,210.39, 16 accounts

*Current Balance Available in UAP Fund:
\$33,299.90

*Total UAP Donations Collected:

FY2020 - \$18,110.32

FY2021 - \$22,902.57

April 24, 2020 – Utility Assistance
donation button made available through
our online credit card vendor,
Paymentus.

CARES ACT FUNDING

(CORONA AID, RELIEF, AND ECONOMIC SECURITY FUND)

December 2020 – CARES Funding

250 calls or emails were sent to
accounts with balances over 90 days

17 Applications Received

16 applications approved in the
amount of \$11,201.32

OTHER ASSISTANCE AVAILABLE

*LIHEAP (Low Income Home Energy Assistance)

*Self Help

*Salvation Army

*LA Cares

*Christian Concern Committee

PLANNED POST COVID-19 COLLECTION PROCESS

(standard process) From Billing Date

- 1) Bill Due – 25 days
- 2) Interest – 28 Days
- 3) Letter – 40 Days
- 4) Phone Call – 47 Days
- 5) Door Tag – 51 Days
- 6) Final Phone Call – 54 Days

For Accounts unpaid through moratorium period:

Payment arrangements – extension to 6-12 months to pay current bill plus additional amount to get account current. If payments are made as agreed, account will not be subject to shut off.