



Dear SEC Member,

During the pandemic and in cooperation with the New Mexico Public Regulation Commission (NMPRC), Socorro Electric Cooperative (SEC) and other utilities, stopped disconnections for non-payment of utility bills. SEC has resumed normal billing practices including disconnections for non-payment.

Due to the past-due status of your bill, you may be subject to disconnection of service. Socorro Electric Cooperative wants to work with you to avoid disconnection of your electric utility service.

SEC is here to help! There are several options available to help you avoid disconnection of your electric service:

- Pay your past due balance on or before the date listed on your bill. If you can't pay your bill in full, please contact us so we can work with you on a payment plan.
- You may also be able to participate in the following programs:

If you are a renter or know someone who is, money is now available from the state to assist with paying your utility bills. SEC is working with the state to provide payment assistance to residential customers who have fallen behind on their electric utility bills. Included with this letter, is an application for the State of New Mexico Emergency Rental Assistance Program through the New Mexico Department of Finance and Administration (DFA).

- To apply for these funds, all you need to do is complete the attached application, sign it, and return it to Socorro Electric Cooperative by either scanning to [dlawless@socorroelectric.com](mailto:dlawless@socorroelectric.com) or using the enclosed envelope. SEC will then complete the remainder of the form and submit the application on your behalf. This information will only be provided to DFA for the purpose of paying your bill.
- Once the application is processed and approved by DFA, payment will be made directly to Socorro Electric Cooperative and your account will be credited to reflect the amount of payment. This payment will be shown on your next bill. Your service will not be disconnected while your application is being processed.
- You may also qualify for LIHEAP or Midwest Cap assistance Call SEC and we will provide you with information on these and other programs you may be eligible for. If you have any questions or need any assistance, please call us at 800-351-7575 or 575-835-0560, Monday through Friday, 8:00 am to 5:00 pm, or visit your local SEC office.



Estimado miembro de la SEC,

Durante la pandemia y en cooperación con la Comisión de Regulación Pública de Nuevo México (NMPRC), Socorro Electric Cooperative (SEC) y otros servicios públicos, detuvieron las desconexiones por falta de pago de facturas de servicios públicos. La SEC ha reanudado las prácticas de facturación normales, incluidas las desconexiones por falta de pago.

Debido al estado de atraso de su factura, puede estar sujeto a la desconexión del servicio.

La Cooperativa Eléctrica Socorro quiere trabajar con usted para evitar la desconexión de su servicio eléctrico.

¡SEC está aquí para ayudar! Hay varias opciones disponibles para ayudarlo a evitar la desconexión de su servicio eléctrico:

- Pague su saldo adeudado en la fecha indicada en su factura o antes. Si no puede pagar su factura en su totalidad, comuníquese con nosotros para que podamos trabajar con usted en un plan de pago.
- También puede participar en los siguientes programas:

Si usted es un inquilino o conoce a alguien que sea, ahora hay dinero disponible del estado para ayudarlo a pagar sus facturas de servicios públicos. La SEC está trabajando con el estado para proporcionar asistencia de pago a los clientes residenciales que se han atrasado en su facturas de servicios de eléctricos. Con esta carta, se incluye una solicitud para el Programa de Asistencia de Emergencia De Alquiler del estado de Nuevo México a través del Departamento de Finanzas y Administración de Nuevo México (DFA).

- Para solicitar estos fondos, lo único que necesita hacer es completar la solicitud adjunta, firmarla y regresarla a Socorro Electric Cooperative escaneando a [dlawless@socorroelectric.com](mailto:dlawless@socorroelectric.com) o usando el sobre adjunto. Luego, la SEC completará el resto del formulario y enviará la solicitud en su nombre. Esta información solo se proporcionará a DFA con el fin de pagar su factura.
- Una vez que la solicitud sea procesada y aprobada por DFA, el pago se realizará directamente a Socorro Electric Cooperative y se acreditará en su cuenta para reflejar el monto del pago. Esta El pago se mostrará en su próxima factura. Su servicio no se desconectará mientras se procesa su solicitud.
- También puede calificar para la asistencia de LIHEAP o Midwest Cap. Llame a la SEC y le proporcionaremos información sobre estos y otros programas para los que puede ser elegible. Si tiene alguna pregunta o necesita ayuda, llámenos al 800-351-7575 o al 575-835-0560, de lunes a viernes, de 8:00 a. M. A 5:00 p. M., O visite su oficina local de la SEC.



Michelle Lujan Grisham  
Governor



**NM Emergency Rental Assistance Program**  
www.RentHelpNM.org



Deborah K. Romero  
Cabinet Secretary

**State of New Mexico – Emergency Rental Assistance Program**  
**Tenant Certification for Utility Assistance**

I, \_\_\_\_\_ (*print name*), certify that the following is true and correct:

My date of birth is (*MM/DD/YYYY*): \_\_\_\_\_

My (*check only one*) New Mexico driver’s license  or ID card number  is:

\_\_\_\_\_

My (*check only one*) Individual Tax ID Number  or Social Security Number  is:

\_\_\_\_\_

I currently live at the following address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Other than me, \_\_\_\_\_ other people regularly live at this address.

I rent this property from a landlord (*check only one*) – YES  or NO .

I am a customer of \_\_\_\_\_ (*utility company*), my account number is \_\_\_\_\_, and my account is currently past due in the amount of \$\_\_\_\_\_.

(*check/complete only one of the following*)  This past-due amount represents about \_\_\_\_\_ months of charges OR  I do not know how many months this past-due amount represents.



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My household income is (*check and complete only one box*):

- \$ \_\_\_\_\_ in adjusted gross income as reported on Form 1040 from 2020 taxes filed with the IRS; OR
- \$ \_\_\_\_\_ per (*check only one*) WEEK  or MONTH  or YEAR  from wages/paychecks, cash for performing work, tips, self employment (including ride-sharing, food delivery, Avon/Mary Kay, etc.), unemployment or disability payments, public assistance, and any other sources not named above.

Both of the following are true for my household:

- a. one or more individuals within the household has qualified for unemployment benefits or experienced a reduction in household income, incurred significant costs, or experienced other financial hardship due, directly or indirectly, to the COVID-19 outbreak; and
- b. one or more individuals within the household can demonstrate a risk of experiencing homelessness or housing instability.

I am requesting that the New Mexico Department of Finance and Administration (“DFA”) pay \_\_\_\_\_ (*utility company*) my past-due balance up to 12 months into the past and my average monthly charge (based on the past 12 months) up to 3 months into the future, each from the date of this certification and in DFA’s discretion based on its review of the information above.

By signing below, I authorize \_\_\_\_\_ (*utility company*) to disclose to DFA any nonpublic personal information concerning my account, including the information above, that may be needed to process my application for assistance. I also authorize DFA to make the above utility payments on my behalf and to disclose to the U.S. Department of the Treasury or any other federal agency or auditor any nonpublic personal information it receives that may relate to DFA’s compliance with this program.



**Michelle Lujan Grisham**  
Governor



**NM Emergency Rental Assistance Program**  
[www.RentHelpNM.org](http://www.RentHelpNM.org)



**Deborah K. Romero**  
Cabinet Secretary

I understand and agree that by providing this certification, if DFA cannot otherwise confirm that my income qualifies me for rental assistance, I must submit a form certifying my income every three months to continue to qualify.

My household has not received, and does not expect to receive, another source of public or private subsidy or assistance for the utility charges described above. Any knowing or intentional misstatement above may subject me to criminal or civil liability.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print name

\_\_\_\_\_  
Date