



Utilities in Bernalillo County

Updated January 27, 2022

The **State of New Mexico Emergency Rental Assistance Program (ERAP)** is available to New Mexico households who need help paying for rent and utilities and who were financially impacted by Covid. This program is administered by NM Department of Finance Authority (DFA). From DFA's ERAP website: "Receiving [ERAP] assistance will have no immigration effects for applicants or family members... Information about immigration status, social security numbers, or ITINs are not required to receive [ERAP] assistance. Any information provided in application process for ERAP is confidential and will not be shared with immigration enforcement."

Note: Applicants can apply for ERAP utility bill assistance directly through **each** of your utility providers.* See ERAP assistance links in each section below.

Electric Bills [PNM](#)

PNM has resumed electric service disconnections for nonpayment, but offers many options for residential customers to prevent shut-off.

If you are paying rent, the State of New Mexico Emergency Rental Assistance program (ERAP) is providing **rent and utility-bill assistance** to New Mexico households who have experienced financial hardship due to the COVID-19 pandemic. Assistance can be used to help pay for unpaid, current and past due utilities. Apply for ERAP electric bill assistance directly on the PNM website: [Emergency Rental Assistance](#).

Customers with a past-due balance can easily apply online for several payment assistance programs at one time by going to [PNM.com/help](#) (click on "Residential Customers" in the blue box to apply online) Or call PNM at 855-364-2950 Monday – Friday, 7:30 am to 6:00 pm, to ask about assistance programs and/or make a payment arrangement. "We will look at all available programs for you such as the PNM COVID Customer Relief Fund**, the PNM Good Neighbor Fund, LIHEAP (see LIHEAP section below), the State of New Mexico Emergency Renters Assistance Program, and more. In some cases, programs can be combined to maximize the amount of assistance applied to your bill."

Note: the [PNM COVID Customer Relief Fund](#), PNM's most popular assistance program that began shortly after the pandemic began, has now been **extended to March 2022.

Past-due PNM customers may **also** qualify for the New Mexico heating season moratorium, which prevents eligible PNM customers from having electricity turned off from Nov. 15, 2021 **through March 15, 2022**, if your bill was current through November 15, 2021, or if you call PNM to make a payment arrangement for pre-November 15 money owed. Questions? Call PNM at 855-364-2950 Monday – Friday, 7:30 am to 6:00 pm.

* You can submit an ERAP application separately for rent only on the [renthelpnm.org](#) website (after first asking your landlord if they are participating with the ERAP bulk payment process) if you are [income qualified](#), and apply for utility assistance directly on the utility company website for each particular bill (PNM, NM Gas Co. and/or Water Authority) to avoid shut-off.

PNM payment options: <https://www.pnm.com/paybill> You can pay in person at a Western Union location or a PNM payment center ([location information](#)), by [phone](#) (1-844-766-7968) or [online](#).

Note: "If you do not qualify for financial assistance, there is still help available to help you avoid disconnection. We can work with you to establish a flexible payment arrangement option to now pay over 12 months, so you do not have to worry about bringing your account current with just one payment. For more information, visit [PNM.com/billhelp](#) or contact PNM at 855-364-2950."

Gas Bills

[NM Gas Company \(NMGCO\)](#)

NM Gas Company will respond 24/7 to gas leaks and emergency calls: 1-888-664-2726 (1-888-NM-GAS-CO), x1.

NM Gas Company has resumed gas service disconnections for non-payment, but offers many options for residential customers to prevent shut-off. If you have received a disconnect notice and can't pay your past-due bill in full, read about shut-off prevention options below.

You can call 1-888-664-2726, Monday–Friday, 7:30 am to 6:00 pm, to discuss options, or walk in at the NMGCO office at 1625 Rio Bravo SW, Suite 27, Monday – Friday, 8:30 am to 4:30 pm.

NM Gas Company [payment options](#): You can pay your NMGCO bill [by mail, by phone, online, or in person](#) (walk in) at 1625 Rio Bravo SW, Suite 27, Monday–Friday, 8:30 am to 4:30 pm.

Shut-off prevention:

Past-due NMGCO customers may qualify for the **New Mexico heating season moratorium**, which prevents eligible NMGCO customers from having electricity turned off from Nov. 15, 2021 **through March 15, 2022**, if your bill was current through November 15, 2021, or if you call NMGCO to make a payment arrangement for pre-November 15 money owed. See [New Mexico Moratorium for details](#).

The State of New Mexico Emergency Rental Assistance program (ERAP): “If you are a renter, money is now available from the state (DFA-Dept. of Finance Authority) to assist with paying your utility bills. NMGCO is working with [DFA] to provide payment assistance to residential customers who have fallen behind on their gas bill. [You can apply for assistance for your gas bill by clicking on the link provided on [NM Gas Company web page](#)] for “this application”, sign it, and return it to NMGCO by either scanning and emailing it to billhelp@nmgco.com or mailing it to New Mexico Gas Company, P.O. Box 27885, Albuquerque, NM, 87125-7885. NMGCO 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 gas bill. Once the application is processed and approved by DFA, payment will be made directly to NMGC and your account will be credited to reflect the amount of payment, which will be shown on your next bill. Your service will not be disconnected while your application is being processed.”

NM Gas Company's HEAT New Mexico program (administered solely by Salvation Army) for renters and homeowners:

Salvation Army, 4301 Bryn Mawr Dr. NE (near Montgomery/I-25), allows walk-ins for HEAT-NM gas bill assistance Monday through Friday, 9-11 am and 1-3pm. **You must wear a mask.** Please bring an ID for every household member (birth certificate or Medicaid card for children), 2 months of current/previous gas bills, proof of income (unless no income), proof you applied for LIHEAP (see LIHEAP section below) unless you are 65 or older. If the gas bill is under another person's name, you need a copy of their ID and a note from them giving permission for you to seek assistance. Questions? Call 505-872-1171, ext. 1 (Family Services)

See also: [NMGASCO assistance page](#).

Water Bills

[Albuquerque Bernalillo County Water Utility Authority \(ABCWUA\)](#)

The Water Authority will respond 24/7 to water and sewer emergency calls and to request emergency shut-offs: 505-842-9287, ext. 1.

As of 1/27/22 the Water Authority has not yet resumed service disconnections for non-payment, but encourages all customers to make payments on their water bill. Questions? Contact Customer Service at webcustomerservice@abcwua.org or **(505) 842-9287, ext. 0**.

Payment options: <https://www.abcwua.org/customer-service-how-can-i-pay-my-bill/>

Payments can be made in person (walk-in) at the new office location: 1441 Mission Ave. NE (near Montano & I-25), Monday-Friday, 8:30 a.m. to 4:30 p.m. (City Hall and Irving Blvd. offices are permanently closed). Or you can pay over the phone M-F 8-5 (505-842-9287, ext. 2), [online](#), by [mail](#), or at a [Western Union location](#).

Assistance for Renters:

"The State of New Mexico Emergency Rental Assistance Program (ERAP) is now allowing [eligible] renters to apply directly to the Water Authority for assistance in paying water and wastewater bills. If you qualify, the assistance can be applied to unpaid, current, past due, and future water and wastewater bills."

You can apply on the ABCWUA website: <https://www.abcwua.org/renter-assistance/>

Assistance for Homeowners:

Two organizations assist low-income homeowners (not renters) in applying for the [Low-Income Water and Solid Waste Credit \(LIC\) program from the Water Authority](#): (provides a monthly utility credit, up to \$21.93, to low-income homeowners for water, wastewater, and solid waste):

- **Rio Grande Food Project**, call 505-967-8983 Monday, Wednesday or Friday, 8-5 (messages returned within 2 business day) or email: water@rgfp.org
- **Storehouse**, call 505-842-6491 or email: water@storehousenm.org

[Low Income Credit Application](#) (English)

[Low Income Credit Application](#) (Spanish)

[LIHEAP \(Low Income Home Energy Assistance Program\)](#)

for gas or electric bill or bulk fuels (propane, wood, pellets)

[LIHEAP](#) is a federal program for homeowners and renters administered by the NM Human Services Department (HSD) that provides assistance on an annual basis to qualifying low-income households (application period is Oct. 1 to Aug. 31). See [income eligibility criteria](#). When you apply, you will choose between gas (or propane) or electric. You can apply online by signing into the NM HSD Portal at [YesNM](#). You can also print the [LIHEAP application](#) (English or Spanish) and fax it to 1-855-804-8960.

Note: Some utility assistance programs require documentation that you applied for LIHEAP.

If you are a senior 65+ or a person with disabilities (physical or behavioral health), and need assistance in applying for LIHEAP or any other governmental benefit, you can call [Adelante's Benefit Connection Center](#), 505-273-5222, Monday-Friday, 8:00 am to 5:00 pm (leave name and phone no. and you'll get a call back same day or next day).

Other Utility Assistance

ERAP for heating assistance other than gas and electric and water:

If you have propane, check with your propane provider about whether you can apply for ERAP assistance directly through them, and if not, you can apply for propane bill assistance or financial assistance for “fuel oil, wood or pellets” at renthelpnm.org.

City of Albuquerque Health & Social Services Centers

Call 311 to find out which of these centers serves your residence address, and contact information:

Alamosa Center, Los Griegos Center, John Marshall Center, or East Central Center.

Ask about utility and/or rent assistance by calling the center that serves your residence address. There may be funding for eligible renters from these programs (see links to information about each program):

- [CDBG-CV Eviction Prevention Program - \(rental and utility assistance for income qualified households\)](#) | [Spanish](#) | [Vietnamese](#) | [Chinese](#) | [Arabic](#)
- [Emergency Rental and Utility Assistance Program](#) | [Spanish](#) | [Vietnamese](#) | [Chinese](#) | [Arabic](#)