

# KNOW YOUR RIGHTS

## Keep your utilities on during the coronavirus crisis

### Utilities

Many utility companies, including electric, gas, and water companies, will not be shutting off utilities for non-payment for a period of time during the Coronavirus crisis.

**Payment plans and reduced rates might also be available depending on your income.**



**If you need assistance call your utility provider or the State's Coronavirus hotline: 1-833-551-0518.**



**The Low Income Home Energy Assistance Program (LIHEAP) helps families pay heating and cooling bills. Apply at: [www.yes.state.nm.us](http://www.yes.state.nm.us)**

- If at least one family member living in the home qualifies for LIHEAP, the immigration status of other households members is not considered.

### Cell Phone and Internet

If you cannot pay your cell phone or internet bill, your service will not be shut off through May 12, 2020.

- If you can make a payment, but your payment will be late, you will not be charged a late fee through May 12, 2020.
- If your internet or cell phone service has been shut off and you need help getting them turned back on, you can call the state's Coronavirus hotline at 1-833-551-0518.