

# 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 if you are low-income.

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



The Low Income Home Energy Assistance Program (LIHEAP) helps families pay heating and cooling bills.

Apply at:

[https://www.hsd.state.nm.us/LookingForAssistance/Low\\_Income\\_Home\\_Energy\\_Assistance\\_Program.aspx](https://www.hsd.state.nm.us/LookingForAssistance/Low_Income_Home_Energy_Assistance_Program.aspx)

Help with food, cash assistance and healthcare are also available to low income families: [www.yes.state.nm.us](http://www.yes.state.nm.us)

### 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.

