



# City of Santa Fe

## Public Utilities Department - Utility Billing Division

801 W San Mateo Rd., Santa Fe, NM 87505

Customer Service (505) 955-4333 / Fax (505) 955-4363

[utilitycustomerservice@santafenm.gov](mailto:utilitycustomerservice@santafenm.gov)



City of Santa Fe

### Low Income Credit Application

\* Read the reverse side of this application before completing. Please print. Illegible applications will be returned.

If you need assistance with this application, please contact Customer Service.

**By applying for Low Income Credit, you are certifying that you reside at the service address listed below. \***

Name: \_\_\_\_\_ Account #: \_\_\_\_\_  
Phone #: \_\_\_\_\_ Email Address: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
Service Address: \_\_\_\_\_

Please list all members of the household, including the applicant (use additional paper if necessary):

Name	Age	Total Annual Income (All Sources)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Total Annual Household Income** \_\_\_\_\_

Please list the total annual income from all sources for all household members:

Source	Amount	Source	Amount
Wages	_____	Alimony	_____
Social Security	_____	Child Support	_____
Retirement	_____	Food Stamps (SNAP)	_____
Unemployment	_____	Interests/Dividends	_____
Veteran's benefits	_____	Royalties	_____
Welfare (Cash Assistance)	_____	Rental Income	_____
Disability	_____	Other Income	_____
		<b>Total Annual Income</b>	_____

I, \_\_\_\_\_ swear under penalties provided by law that I have read and understand the terms of this application as presented on the reverse side and that the information presented by me on this application is complete, true and correct. I further agree to any reasonable investigation and substantiation of the information that I have presented on this application.

Applicant's Signature \_\_\_\_\_

Date \_\_\_\_\_

#### CITY USE ONLY

Approved for Credit:	Refuse	Sewer	Water	Processed By:
Effective From:		Through:		
Supervisor Approval:				Date:

## Low Income Credit Rules

City of Santa Fe Municipal Code § 15-1.3, Poverty Exemption, allows qualified customers to be granted exemptions from the following monthly residential utility charges if their total annual gross income household income falls below the City's Low Income Limits: sewer assessment & charges; refuse assessment & charges; stormwater assessment; water service charge (if individually metered), and; annual water conservation charge.

- ▶ The household's total gross annual income must not exceed one-hundred-twenty percent (120%) of the most recent federal poverty guidelines issued by the U. S. Department of Health and Human Services.
- ▶ Applicants must reside and be the head of the household at the service address.
- ▶ Applicants must provide the names, ages and incomes of all persons residing in the household.
- ▶ Applicants must report all income and financial assistance for the total household, and must submit documentation to verify household income. All required documentation must be submitted with an application.
  - Applicants filing taxes must provide a copy of their current year federal and state income tax filing.
  - Applicants that are not required to file Federal or State income tax forms must provide documentation of all income and financial assistance for the total household that they are receiving. Additional proof may be required.
  - Documentation for the total household income includes, but is not limited to: household member wages; social security; retirement; unemployment; veteran's benefits; welfare payments (cash assistance); disability; alimony; child support; food stamps (SNAP); interests and dividends; royalties; rental income; and any other income.

- Applicants aged 60 years or older and applicants with a verified permanent disability may receive credit on an annual basis for the period between May 1<sup>st</sup> and April 30<sup>th</sup> (Annual Credit). An initial application may be submitted at any time, but to continue receiving the credit a new application must be submitted every April by the 30<sup>th</sup>.
- ▶ Permanently disabled applicants must include with their application a statement of Social Security Disability Income.
  - ▶ Applicants less than 60 years of age with no permanent disabilities are required to reapply every three (3) months to continue receiving credit (Quarterly Credit).
  - ▶ Applicants must promptly inform the Public Utilities Department/Utility Billing Division of any income increases or additional income received during the period of approved credit, and of their move-out date from the serviced address.
  - ▶ Applicants must consent to any reasonable investigation and substantiation of any or all data submitted on or with their application.
  - ▶ Failure of an applicant to reapply for the low income credit may result in the loss of the credit for the period from the expiration of the current credit to the date a new application is received and approved.
- Retroactive credits will NOT be granted. In well-documented hardship cases, the customer may apply to receive a formal hearing for the City to consider approval of an exemption of this rule. The customer must file a written request and include all applicable documentation and the applicable hearing fee.

- ▶ Applicants providing false information will lose their account credit promptly upon the City's knowledge of receiving the false information, and the City shall be entitled to recover any fraudulently exempted credit and applicable interest and penalties. (Municipal Code § 15-1.3 B(3) and Municipal Code § 1-3.1 A)