



# 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 & Rules

\* 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)
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
<b>Total Annual Household Income</b>		_____

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

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

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

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.

#### 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 household income falls below the City's Low Income Limits: sewer assessment & charges; refuse assessment & charges; water service charge (if individually metered); stormwater assessment, 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. Persons listed must be consistent with those appearing on income tax forms and or other benefit documentation.
- ▶ Applicants must provide documentation of any and all income and financial assistance for all family members in the household and must be submitted **with** an application. Additional verification may be required.
  - Applicants filing taxes must provide a copy of their current year Federal and State income tax filings.
  - Applicants that are not required to file Federal or State income taxes must provide documentation and information related to all income and financial assistance being received for the total household.
  - Documentation for the total household income includes, but is not limited to: household member wages; social security; retirement; unemployment; disability; veteran's benefits; State cash assistance (welfare payments); alimony; child support; interests and dividends; royalties; and rental income.
- ▶ Applicants must consent to any reasonable investigation and substantiation of any or all data submitted on or with their application.

Qualified 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 and April 30 (Annual Credit). An initial application may be submitted at any time, but a new application must be submitted every April by the 30<sup>th</sup> to continue receiving the credit.

- ▶ Permanently disabled applicants must include a statement of Social Security Disability Income.

Qualified applicants less than 60 years of age with no permanent disabilities may receive credit two (2) times in a 12-month period (semi-annually) for periods of three (3) months. These may be consecutive or separated in time.

- ▶ Applicants must submit a new application before the end of the third month of the current credit period to continue receiving the credit for a consecutive three (3) month credit period without interruption.

- ▶ Applicants must promptly inform the 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.
- ▶ Failure of an applicant to reapply for the low income credit shall result in the loss of the credit for the period time between the current credit expiration date and the date a new application is approved.
- ▶ The City does not grant retroactive credits.

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 § 1-3.1 A and Municipal Code § 15-1.3 B(3)

- ▶ Customers must comply with Municipal Codes § 13 Stormwater, § 15-1 Utility Billing, §21 Environmental Services, § 22 Sewers and § 25 Water.

- ▶ Customers may dispute a Utility Billing Division decision pursuant to Division Dispute Resolution Policy D.3.0 and Municipal Code § 15-1.8 Disputes; Appeals. If not satisfied with the resolution they may submit a written appeal with a non-refundable hearing fee of \$100 pursuant to Division Appeals Policy D.4.0 and § 15-1.8.