

Winter Disconnect Moratorium

Certain low-income customers who qualify for LIHEAP assistance will not have their electric service disconnected for nonpayment from November 15 through March 15.

In order to receive this protection, your Aztec Utility bill must be current as of November 15. If you are not current, your protection begins only after you have paid all past due charges or are making payments according to a payment agreement with the City of Aztec – Utilities. Please note, however, that customers with unpaid balances from last winter are ineligible for moratorium protection.

If you receive a notice that your service is to be disconnected for nonpayment during the moratorium, you must also contact us and provide your proof of LIHEAP eligibility, if necessary. This will not stop the disconnect notices each month it only provides us information to our office so you will not be disconnected.

The City of Aztec and the NM State Human Services Departments reminds you that you still owe for your utility bills sent during the winter moratorium period. You are urged to make every effort to continue to pay on your bills to avoid incurring large balances. Please contact us at 505-334-7670. if you are having trouble paying your bills and need assistance or if you would like to make payment arrangements.