New Mexico – Bulk Payments to Utility Providers

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Bulk Utility Payments

What are bulk payments?
Utility providers can now receive bulk payments to cover past due amounts for eligible customers.
  - It streamlines and consolidates the process by covering multiple customers in one bulk payment, or a series of bulk payments.

Why bulk payments?
1. Need to expedite application and payment process
2. Reduce the amount of documents for the applicant
3. Ability to work directly with utility providers who are knowledgeable of:
   a. who is behind on utility payments and
   b. how much they owe
Overview of Bulk Payments between DFA and Utility Providers

Outreach to utility providers
↓
Utility providers share attestation form with customers
↓
Utility providers collect attestation forms and complete template spreadsheet
↓
Utility providers upload spreadsheet into secure portal
↓
DFA internal validation process
↓
DFA – payment to utility providers

Participant/Customer Experience

Completes utility attestation form

Receives notice of application submission
*If in need of rent help, completes online application

Receives notice of award
Step 1: Sharing Attestation Form

Utility providers share self-certification forms for completion by eligible customers.

- The form can be shared via mail, electronically, or in any other capacity.

- The form certifies that the customer is:
  1. eligible to participate in the program
  2. authorizes the state to pay the utility providers on behalf of the customer, and
  3. authorizes the state to access customers' utility account information.
Step 2.A.: Utility Providers Complete Assistance Form

1. Utility providers collect forms and complete the DFA template spreadsheet (all the information should be pulled directly from the attestation form and from internal delinquency records).

   **Utility providers are responsible for validating its clients’ delinquency amounts before submitting the form to the Department of Finance and Administration.**

2. Once complete, providers upload completed information to a secure portal.

   **Data submission is limited to no more than 200 entries.**
Step 2.B.: File Transfer Protocol

DFA uses a secure file system to transfer documents between providers and our internal validation team.

The utility provider will need to upload the spreadsheet(s) (shown in the previous slide) into this system to DFA validation.
Step 3 + 4: Proper Documents and Review/Payment

Step 3
Utility providers must also:
- Submit a NM Substitute W9
  - *If no Substitute W9 is submitted, payments will go directly to the customer.*
- Choose direct deposit (ACH) as the method to receive bulk payments
  - *If providers chooses not to, payment delivery will be prolonged.*
- Attach a voided check

Step 4:
DFA reviews bulk submittal, approves eligible customers, and processes a single payment for all approved expenses directly to the utility provider.
Where does New Mexico sit with bulk utility payments?

We are currently working with utility providers to process and approve payments. Below are a few examples of potential applicants we can reach:

<table>
<thead>
<tr>
<th>Utility/Cooperative</th>
<th>Accounts Subject to Disconnect</th>
<th>Total Delinquency/Arrears</th>
</tr>
</thead>
<tbody>
<tr>
<td>PNM</td>
<td>35,426</td>
<td>$19,471,176</td>
</tr>
<tr>
<td>El Paso Electric</td>
<td>7,693</td>
<td>$2,261,989</td>
</tr>
<tr>
<td>Kit Carson Electric Coop</td>
<td>811</td>
<td>$481,574</td>
</tr>
<tr>
<td>Kit Carson EC</td>
<td>441</td>
<td>$312,236</td>
</tr>
</tbody>
</table>

Bulk Utility Payments

The following providers have submitted documents for bulk payments - El Paso Electric, Kit Carson EC, PNM, and T&C Management (property management company).

First payments have been processed to PNM and T&C.

New Mexico is also working with landlords (and landlord associations) on bulk payments.
Questions?

If you are ready to get involved, please reach out to:

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