



Emergency Rental Assistance Program

www.RentHelpNM.org

New Mexico – Bulk Payments to Utility Providers

Donnie Quintana

Director, DFA Local Government Division and ERAP Program Director

Donnie.Quintana@state.nm.us

Renee Ward

Deputy Secretary, Department of Finance and Administration

Renee.Ward@state.nm.us





Bulk Utility Payments

What are bulk payments?

Utility providers can now receive bulk payments to cover past due amounts for eligible customers.

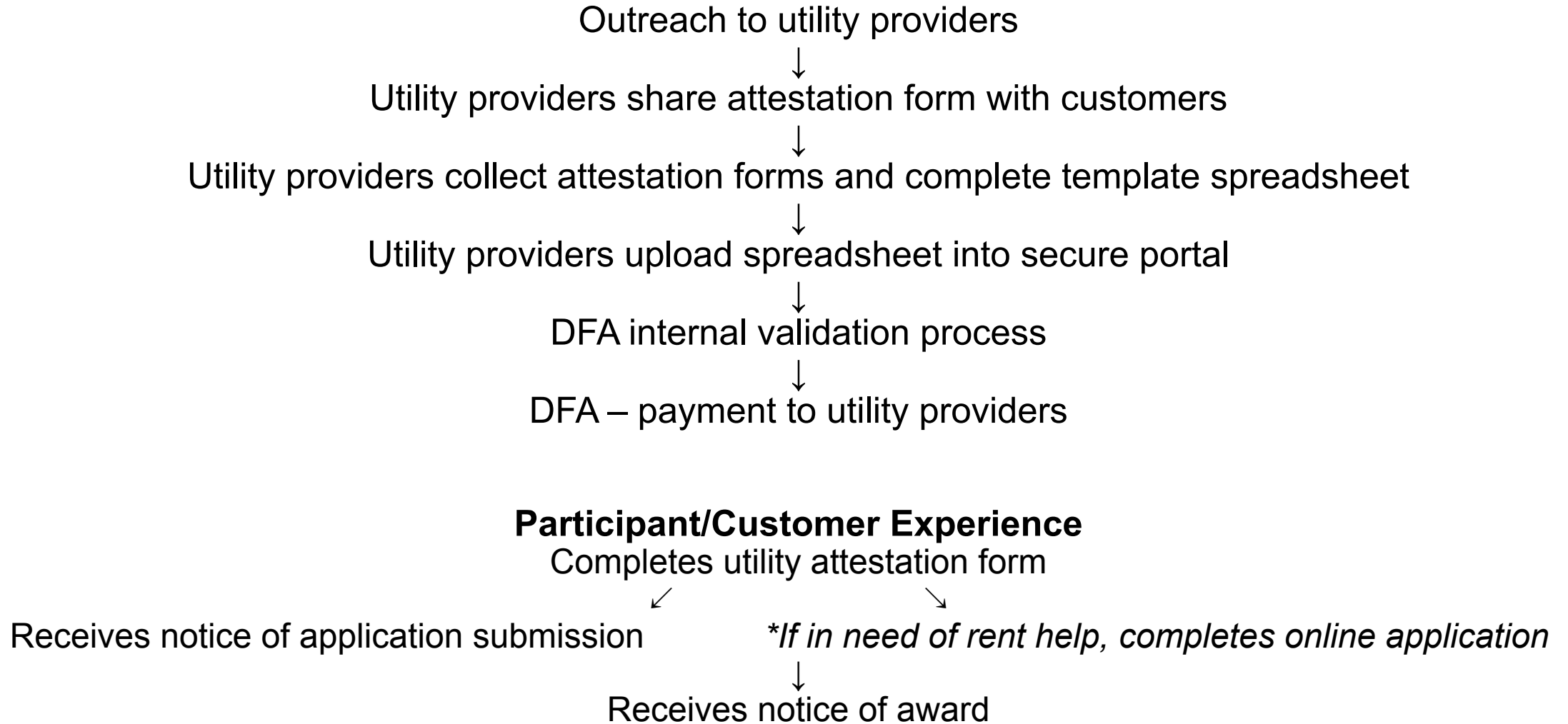
- It streamlines and consolidates the process by covering multiple customers in one bulk payment, or a series of bulk payments.

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





Step 1: Sharing Attestation Form

Michelle Lujan Grisham Governor | NM Emergency Rental Assistance Program www.RentHelpNM.org | Deborah K. Romero Cabinet Secretary

State of New Mexico – Emergency Rental Assistance Program
Tenant Certification for Utility Assistance

I, _____ (print name), certify that the following is true and correct:

My date of birth is (MM/DD/YYYY): _____

My (check only one) New Mexico driver's license or ID card number is:

My (check only one) Individual Tax ID Number or Social Security Number is:

I currently live at the following address:

Other than me, _____ other people regularly live at this address.



I rent this property from a landlord (check only one) – YES or NO .

I am a customer of _____ (utility company), my account number is _____, and my account is currently past due in the amount of \$ _____.

(check/complete only one of the following) This past-due amount represents about _____ months of charges OR I do not know how many months this past-due amount represents.

_____ (utility company) to disclose to DFA any concerning my account, including the information above, that application for assistance. I also authorize DFA to make the above

For more information, visit RentHelpNM.org.

Emergency Rental Assistance Program www.RentHelpNM.org | Deborah K. Romero Cabinet Secretary

and complete only one box):

sted gross income as reported on Form 1040 from 2020 taxes

check only one) WEEK or MONTH or YEAR from

or performing work, tips, self employment (including ride-on/Mary Kay, etc.), unemployment or disability payments, y other sources not named above.

r my household:

iduals within the household has qualified for unemployment

enced a reduction in household income, incurred significant

ced other financial hardship due, directly or indirectly, to the

reak; and

iduals within the household can demonstrate a risk of

nelessness or housing instability.

lexico Department of Finance and Administration ("DFA") pay



ompany) my past-due balance up to 12 months into the past and

sed on the past 12 months) up to 3 months into the future, each

n and in DFA's discretion based on its review of the information

_____ (utility company) to disclose to DFA any concerning my account, including the information above, that application for assistance. I also authorize DFA to make the above

more information, visit RentHelpNM.org.

Emergency Rental Assistance Program www.RentHelpNM.org | Deborah K. Romero Cabinet Secretary

close to the U.S. Department of the Treasury or any

blic personal information it receives that may relate to

his certification, if DFA cannot otherwise confirm that

tance, I must submit a form certifying my income

s not expect to receive, another source of public or

charges described above. Any knowing or intentional

hinal or civil liability.

ation, visit RentHelpNM.org.

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.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.

Log in



Username: [Forgot Username](#)

Password:



Web Transfer Client Filter Tools Language: English

by GLOBALSCAPE Refresh Upload Share Grid Window

My Folders

- My Folders
- Shared with Me

Name	Size	Date
Folder		8/20/2021 15:00:33
Folder		8/23/2021 22:54:42
Folder		8/23/2021 22:30:15
File (X)	140.00 KB	8/23/2021 22:30:44
File	6.27 KB	8/23/2021 15:23:17
File	21.11 KB	8/19/2021 17:38:32

Upload Manager

- Completed (0)
- In Progress (0)
No uploads in progress
- Pending (0)
No pending uploads

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.



ERAP Bulk Payments in New Mexico

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:

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

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:

Renee Ward

Deputy Secretary, Department of Finance and Administration

Renee.Ward@state.nm.us