



Pueblo of Nambe
Low Income Home Energy (LIHEAP) & Household Water (LIHWAP)
Assistance Programs

p: 505-455-4434 f: 505-455-2038 15A Bay Poe; Santa Fe, New Mexico 87506

Dear Tribal Members,

This is to inform all tribal households that the Pueblo of Nambe has received **limited** funding for **Low Income Home Energy Assistance Program (LIHEAP) & Low Income Household Water Assistance Program (LIHWAP)**. The Administration has the responsibility to follow the policies given to us by the Funding Agency.

Application Guidelines:

1. **Application** must be filled out completely
2. **Proof of Income** provide proof of income for the past 30 days
 - Employment Wages
 - Unemployment
 - Social Security
 - Supplemental Security Income
 - Retirement/Pension
 - General Assistance Benefits
 - TANF Benefits
 - Rental Income
 - Alimony
 - Child Support
 - Veterans Compensation
 - Commissions
 - Self-Employment Income
 - Other
3. **After You Submit Your Application**
 - A. Notice of Eligibility and Assistance Letter within 30 days of complete application
 - Applicants who are not eligible will be sent Denial Letters.
 - Applicants who are eligible will receive a Phone Call and Assistance Letter.
 - B. Billing Documentation must be submitted in order to receive assistance
 - Must submit a current Jemez Mountain Electric Bill (energy provider).
 - LIHEAP/LIHWAP Representative will contact the Nambe Water/Wastewater Department to get a copy of your most recent Bill.
 - C. Assistance Payments
 - Assistance is a one-time benefit and is based on Household income level, family size, and vulnerable members in the **Payment Matrix**. The assistance payment will be sent directly to Jemez Mountain Electric and/or to the Nambe Water/Wastewater Department.
 - D. Fair Hearing Requests
 - An Applicant can request for a hearing if he/she does not agree with a decision and/or processing time of their application and/or assistance. The hearing will give you a chance to explain why you do not agree with the decision. You have a right to look at your case file and any records the Pueblo of Nambe has used to determine decisions before your hearing. Please contact the LIHEAP/LIHWAP Representative within 45 days of submitting your application to request a fair hearing with the Governor.
 - E. Fraud, Waste, or Abuse Reporting
 - Please contact the LIHEAP/LIHWAP Representative immediately if you suspect fraud, waste, or abuse of the LIHEAP/LIHWAP funds and/or program at 505-455-4434 or btrujillo@nambepueblo.org.
4. **Crisis Assistance (LIHEAP ONLY)**
 - Crisis LIHEAP
 - What constitutes a crisis?
 - Those with an unexpected reduction in income and/or unexpected increase in monthly expenses.
 - Those who have life sustaining medical emergencies and/or require medically necessary equipment.
 - For crisis assistance we **require** documentation that proves the need.

REMINDER:

Applications can be picked up from the Tribal Enrollment Office, Tribal Administration Front Desk Receptionist, Accounting, CHR, Wellness Center, Senior Center, and Healthy Family Services, Head Start, and ICWA.

If your application is incomplete or missing any required documents it will not be processed until complete.

All applications and documentation must be returned to the Pueblo of Nambe Enrollment Office.