

# Help for customers dealing with financial hardship



## Resource Information for the Albuquerque Metro area

### **PNM Good Neighbor Fund customers outside of Albuquerque may apply at any of the locations below**

#### **In Rio Rancho-**

St Felix Food Pantry  
Address- 4020 Barbara Loop SE,  
Rio Rancho, NM  
Phone- 505.891.8075  
Hours- Monday, Wednesday,  
and Friday-  
9:00am to 11:30am

#### **In Bernalillo**

Bernalillo Town Hall,  
Counsel Chambers,  
first floor  
Address- 829 Camino Del Pueblo,  
Bernalillo, NM  
Phone- 505.891.8075  
Hours- Open every Tuesday,  
9:00 am till 11:30 am

#### **In Valencia County- Los Lunas, Belen, & Isleta Pueblo-**

Community Action Program  
Address-549 Don Pasqual Rd.  
Los Lunas, NM 87031  
Customer phone-865-9697  
Hours- Monday-Thursday,  
8am-3pm excluding food  
pantry days

### **To help with people affected by the government shutdown, PNM will help as follows:**

- PNM will make special payment arrangement considerations for those impacted by the Government Shutdown.
- Credit representatives will work with customers impacted by the shutdown when going out to disconnect. Our credit collectors will not be taking any disconnect action for known furlough customers until the furlough is over.
- Customers who are affected by the furlough will need to email a copy of their furlough letter to PNM so we can document your account.

### **PNM Good Neighbor Fund**

#### **In Albuquerque-**

In Albuquerque, customers should call 967-8045 to make an appointment for help from the PNM Good Neighbor Fund. Phones are answered every M-W-F 8:00am till 10:30am. All messages will be answered that day if you call during those hours and on those days.

When you call, you will be asked some questions about your need and see if you qualify for an assistance appointment. We are sorry but, customers will not be seen without an appointment.

You will be asked to bring the following documents to apply for the Good Neighbor Fund-

- Proof of all household income for all adults over the age of 18 in the home including a bank statement that shows all direct deposits
- Proof that you have been approved for LIHEAP this current year
- If no income, proof of no income is required
- ID's for all adults in the home
- The customers' past due PNM bill
- ID for children living in the home if needed, such as a Medicaid card, birth certificate, shot record, or school ID

## Help concerning mortgage payments- United South Broadway Corporation

United South Broadway Corporation's HUD-certified housing counselors can help homeowners who are falling behind on mortgage payments or in foreclosure in the courts.

Services are free, and housing counselors serve homeowners statewide, regardless of income. Low-income homeowners may qualify for HSBCs legal services, as well. They can help you apply for options such as a repayment plan, forbearance (temporary suspension of payments), loan reinstatement or loan modification. Services are free. Call 505-764-8867 for help, or email outreach@unitedsouthbroadway.org

## Help with household groceries- Rio Grande Food Project

Open to walk-ins every Monday, Wednesday, and Friday, 10am-noon & 12:30pm-2pm. Rio Grande is also open Saturdays 9am-noon. You may go for groceries once per month.

Located at 600 Coors Blvd NW, Albuquerque, NM 87121 inside the Rio Grande Presbyterian Church - look for the red brick church with a yellow roof. Please bring one form of identification for each adult and one form of identification for any kids in the household (Social Security card, Medicaid card, birth certificate, etc.) to verify household size and to provide about a week's worth of food for each person in the household (up to 6 people).



## Help with household groceries- The Storehouse

The Storehouse is New Mexico's largest food pantry. More and more of Albuquerque's working poor are struggling to feed themselves and their families. Money is tight for everyone, but one illness, a reduction of work hours, or any setback can leave a family wondering where their next meal is coming from. We provide FREE food to people who are struggling.

Wednesday - Saturday: 9:00am - 12:00pm, 106 Broadway Blvd SE 87102

On the first Saturday of every month, the Storehouse fixed food pantry location will be closed to allow the staff to facilitate the Storehouse Neighborhood Mobile Pantry at the Westside Community Center (1250 Isleta Blvd SW, Albuquerque, NM 87105) from 9am-11am.

### Help with general expenses - Society of St. Vincent De Paul

Call for an appointment-  
Albuquerque-346-1500  
Rio Rancho-892-0526  
Belen-864-8043  
Santa Fe-983-4430

### Help with paying the electric & natural gas bill-

#### First apply for LIHEAP

(Low Income Heating Assistance Program)

- You may apply on line at [Yes.state.nm.us](http://Yes.state.nm.us)
- Or you may apply in the Income Support Division office

Once you have received an approval from LIHEAP, you may apply at the PNM Good Neighbor Fund for help with electric bills, and Heat NM, for help with natural gas bills.

## For help paying gas bills- Heat NM at the Salvation Army

HEAT New Mexico is a heating assistance fund administered by the Salvation Army. The fund begins accepting applications for assistance in January of each year. Here is how to apply:

- First, apply for the Low-Income Home Energy Assistance Program (LIHEAP) through your local Human Services Department office or the tribal or pueblo entity that administers a Tribe or Pueblo's LIHEAP.
- Go to any Salvation Army office to apply for HEAT New Mexico. When you visit the Salvation Army or participating HEAT New Mexico service provider, you will need to bring:
  - A valid ID for everyone in your household (photo copies are accepted). For adults, a photo ID, such as a driver's license, is needed. For children, identification can include their birth certificate, immunization records, a school ID, or insurance card.
  - The LIHEAP notification letter from the Human Services Department you received when applying for LIHEAP.
  - Proof of income. Even if you don't qualify for LIHEAP, you may still be able to get help through HEAT New Mexico.
  - A copy of your current New Mexico Gas Company bill.

