



Utility Assistance Programs

Navajo Tribal Utility Authority P.O. Box 170, Fort Defiance, Arizona 86504
1-800-528-5011 • www.ntua.com

Communications • Electric • Natural Gas • Renewable Energy Generation • Residential Solar • Water • Wastewater

NTUA Customer Assistance Programs

Payment Arrangement – A payment arrangement allows customers to pay off a past due bill balance over time to keep their utility account in good standing. The payment arrangement can be made over a course of several months or at a minimum over a few weeks. The customer will be required to make a minimum upfront payment to set up the payment arrangement and will still be responsible for their current bill while the payment arrangements active.

Budget Payment Plan – The plan is designed to help residential customers budget in advance for their utility bills. The plan eliminates the seasonal highs and lows of their monthly bills by allowing them to pay the same budget payment amount each month, despite fluctuations in their monthly usage.

Senior Citizen Discounts — NTUA offers a 10% discount to our Senior Citizen customers. This program is for the elderly who are 60 years or older and have an annual household income of \$21,000 or less.

Life Support Discounts — This program is for customers who require utility services to be maintained due to a serious health condition. The discount is 10% of the regular charges for the utility services provided by NTUA. The qualification guideline is that the customer be certified by his or her attending licensed physician as requiring continuous utility service due to a serious health condition which could be life-threatening if utility service is disconnected.

Regional Utility Financial Assistance Programs

The following information lists programs that are providing financial assistance for utility customers; however, individuals must submit their own applications for consideration. For a listing of programs available to help with utility assistance, please visit www.ntua.com and look for the Disconnection Information tab.

Navajo Nation Low Income Energy Assistance Program (LIHEAP)

The Navajo Family Assistance Services (NFAS) office, under the Navajo Nation Division of Social Services (DSS), administers the Low-Income Home Energy Assistance Program (LIHEAP), a federally funded assistance program for eligible households in managing expenses with home energy bills, energy crises, weatherization, and energy-related minor home repairs. Eligible Navajo households on the Navajo Nation, and on designated near reservation communities, may apply for a one-time payment. Amount of LIHEAP funds provided are based upon the household size. The availability of funds will determine how long the LIHEAP applications will be accepted. If you or someone you know needs energy assistance, complete an application for assistance to determine eligibility. To download the application visit, www.nndss.navajo-nsn.gov. Call your local NFAS field office to have an application emailed or faxed to you. For more info: contact your nearest NFAS Field Office: Chinle, AZ, (928) 674-2039; Dilkon, AZ, (928) 657-8171; Window Rock, AZ, (928) 871-4664; Gallup, NM, (505) 726-2699; Shiprock, NM, (505) 368-1177.

Navajo Nation Department for Self-Reliance Program (NNSDR) is the Tribal Temporary Assistance for Needy Families (TANF) Program

The Navajo Nation Department for Self-Reliance is a federally funded program that assists eligible families in obtaining the knowledge, skills, and experience while providing necessary resources to become self-reliant. The NNSDR number is (866) 347-2403. The website is www.nndsr.navajo-nsn.gov.

For Utah Navajo Utility Customers

The HEAT Program will be offering an energy utility assistance benefit for a limited time beginning April 1, 2022. This year, the program received additional funding that authorized a 2nd round of benefits for HEAT eligible households. For more information, please contact the HEAT program at 1-866-205-4357. Please share with utility customers who live in the Navajo Utah region. Customers can also ask at the NTUA Kayenta and Shiprock District offices

For Coconino County Arizona Utility Customers

NTUA is working with Coconino County AZ Health & Human Services department to provide financial assistance to eligible utility customers. Assistance is available for current or past due utility bills. For more information: Page, AZ – 928-679-7325 Flagstaff, AZ – 928-679-7453. Customers can also ask at the NTUA Tuba City and Dilkon Offices.

Veterans Program

Assistance for Navajo Veterans, surviving spouses or Gold Star Mothers: Emergency one time assistance for food, vehicle fuel or utilities to cover cost for one month. This assistance is limited to one time per fiscal year per individual requesting such assistance. The NN Department of Veterans Affairs is (928) 871-6413.

Other Assistance programs in Arizona & New Mexico

AZ DES Utility Assistance Utility Assistance | Arizona Department of Economic Security (az.gov); Apache County 928-774-1895; Coconino County 928-679-7455. NM Utility Assistance Homeowner Utility Assistance | Rental HelpNew Mexico (renthelpnm.org) – applications accepted on-line.