



DPU Scoop



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Home Component Safety Series: Heating Systems

For this month's safety consideration series, we'll be exploring heating systems. Regardless of the fuel you use (natural gas, propane, electricity, bio-fuels), regular maintenance will keep your system efficient and keep your home safer by:

1. Making sure your heating system won't start a fire
2. Keeping a healthy environment for the occupants.

Basic heating system checks

- × Have a qualified HVAC technician perform a tune up. Or do a visual inspection yourself looking for: dirty or covered vents, cracks/gaps/tears in ductwork, clogged condensate drains, excessive soot, rust, or cracks on burners or heat exchangers. Many of these issues are serious concerns and will require a professional.
- × Listen for unusual noises. Grinding? Banging?
- × Do you smell smoke, the rotten egg of natural gas, electrical or chemical odors? These may be signs of a leak or electrical issues that absolutely need to be addressed.



Basic home occupant checks

- × Install CO detectors on each floor of your home and outside of sleeping areas.
- × Clean or replace air filters regularly, more often if you notice a lot of dust in your home.
- × Check for tears or gaps in ductwork that could pull dirty attic or crawlspace air into your living space.
- × Make sure your chimney is cleaned and not backdrafting woodsmoke into the home.
- × Is your system so loud that it wakes you up throughout the night or not keeping you warm?

The Standard Heating Cooling Plumbing website has a comprehensive check for all heating systems except fireplaces and other bio-fuel sources. Check out "Ultimate Heating System Check: What You Need to Know for Winter." Find the link online at ladpu.com/links.

SAFETY SERIES

It's coyote mating season! Follow these tips to remain safe if you encounter a Wile-E Coyote

In February and March, during the height of coyote mating season, these wild residents become more active and visible in the community. One action to help prevent conflicts with coyotes is called "hazing." Hazing does not harm the coyote. It is a method that makes use of deterrents to move an animal out of an area or discourage an undesirable behavior or activity. Hazing can help maintain a coyote's fear of humans and deter them from backyards and play spaces.

The simplest method of hazing a coyote involves being loud and large:

- Stand tall, wave your arms, and yell at the coyote until they run away.
- The coyote may not immediately run away when you yell at them. If this happens, you may need to walk towards the coyote and increase the intensity of your hazing.
- The coyote may run away but then stop after a distance and look at you. It is important to continue until it completely leaves the area.
- You may need to use different tactics, such as noisemakers, stomping your feet, or spraying the coyote with a hose, to get them to leave.



For more tips, tricks and information about hazing coyotes, visit the County's Living with Wildlife web page at www.lacnm.com/wildlife

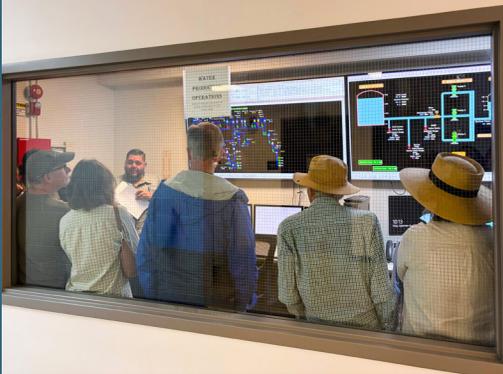
Well, well, well...

TOUR TIME IS ALMOST HERE!

How does water actually get from the well to your tap? And what happens after you flush?

Find out on a DPU tour of the Los Alamos water system ~OR~ the White Rock Water Resource Reclamation Facility — yes, the famous “Sewer Tour” — as both are returning in 2026!

These free, guided tours offer a safe, informative, behind-the-scenes look at the essential infrastructure that helps to keep Los Alamos running.



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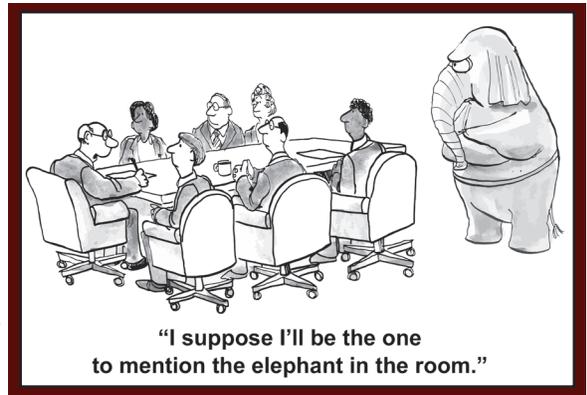
ladpu.com/tour



Let's address the elephant in your home... When should you replace your heating system?

Here are some signs that it might want to consider replacing your heating system before it quits and makes that decision for you.

- **Is your furnace or boiler more than 15 years old?** It might have a lot of life left, but heating units become inefficient over time. And older systems are more prone to issues. (Aren't we all?)
- **Is your heat pump or AC more than 10 years old?**
- **Does your equipment need repairs often?**
- **Is your energy bill going up** more than you expected from a change in rates or a cold season?
- **Have you noticed that some rooms are too hot, too cold or too humid?** These are signs your equipment is not operating properly, is improperly sized, or you have leaky ductwork.
- **Are you seeing excessive dust?** Change the filters and have your ducts assessed for cleaning and repair.
- **Is the pilot light a yellow color or flickering, instead of a steady blue color?** This is a sign of incomplete combustion.
- **Is your system turning on and off frequently or not producing quality heat?**



Just like estate planning, it is a good idea to have a maintenance and replacement plan in place. Do you want to take preventative measures now to extend the life of your system? What sort of replacement will you want when the time comes?

SHUTOFF MORATORIUM ENDING

The winter moratorium on utility disconnections in Los Alamos County ends March 15. Customers protected by the moratorium should pay any past-due bills before this date to avoid disconnection.

Need help? The Customer Care Center can set up payment arrangements or connect you with assistance programs to keep your services on.

Los Alamos Customer Care Center
Municipal Building Lobby, 1000 Central Ave.
(505) 662-8333 | CustomerCare@lacnm.us

Residential customers protected under the moratorium qualified through LIHEAP or DPU's Utility Assistance Program (excluding one-time aid) and either had no past-due balance or an active payment plan as of Nov. 15, 2025.



FIN DE LA MORATORIA DE DESCONEXIONES

La moratoria invernal sobre la desconexión de servicios públicos en el condado de Los Alamos finaliza el 15 de marzo. Los clientes protegidos por la moratoria deben pagar sus facturas pendientes antes de esta fecha para evitar la interrupción del servicio.

¿Necesita ayuda? El Centro de Atención al Cliente puede establecer planes de pago o darle información sobre programas de asistencia para mantener sus servicios activos.

Los Alamos Customer Care Center
Vestíbulo del Edificio Municipal, 1000 Central Ave.
(505) 662-8333 | CustomerCare@lacnm.us

Los clientes residenciales protegidos por la moratoria calificaron a través de LIHEAP o el Programa de Asistencia para Servicios Públicos de DPU (excluyendo la ayuda única) y no tenían saldo pendiente o contaban con un plan de pago activo al 15 de noviembre de 2025.

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Connect through our Linktree at <https://ladpu.com/Links>

