

TITLE 17 PUBLIC UTILITIES AND UTILITY SERVICES
CHAPTER 5 UTILITY INTERCONNECTIVITY AND COOPERATIVE AGREEMENTS
PART 410 RESIDENTIAL CUSTOMER SERVICE BY GAS, ELECTRIC AND RURAL ELECTRIC COOPERATIVE UTILITIES

17.5.410.1 ISSUING AGENCY: Public Regulation Commission, Utility Division.
[17.5.410.1 NMAC – N, 12-17-01]

17.5.410.2 SCOPE:

A. This rule applies to electric, rural electric cooperative and gas utilities subject to the jurisdiction of the New Mexico Public Regulation Commission.

B. In case of conflict between provisions of this rule and NMPUC Rules 560 or 650, the provisions of this rule control.

[17.5.410.2 NMAC – Rn, NMPUC Rule 410.2(a) and (c), 12-17-01]

17.5.410.3 STATUTORY AUTHORITY: NMSA 1978, Sections 8-8-4, 8-8-15, 27-6-17, 62-6-4A, 62-6-19 through 62-6-21, 62-8-3 and 62-8-10.

[17.5.410.3 NMAC – Rn, NMPUC Rule 410.2(b), 12-17-01]

17.5.410.4 DURATION: Permanent.

[17.5.410.4 NMAC – N, 12-17-01]

17.5.410.5 EFFECTIVE DATE: October 4, 1993, unless a later date is cited at the end of a section.

[17.5.410.5 NMAC – N, 12-17-01]

17.5.410.6 OBJECTIVE: The purpose of this rule is to establish uniform standards to be followed by electric, gas, and rural electric cooperative utilities in dealing with residential customers, to aid residential customers in obtaining and maintaining essential utility services, to promote safe and adequate service to residential customers, and to establish a basis for determining the reasonableness of such demands as may be made upon utilities by residential customers.

[17.5.410.6 NMAC – Rn, NMPUC Rule 410.1, 12-17-01]

17.5.410.7 DEFINITIONS: In addition to the definitions contained in NMSA 1978, Section 62-3-3, as used in this rule, unless otherwise specified:

A. automatic adjustment clause means the adjustment procedure approved by the Commission to recognize variations in the cost of fuel for electric generation, cost of purchased power, cost of purchased gas, or for any other cost factor approved by the Commission.

B. billing period means a utility service usage period in accordance with applicable tariff schedules.

C. chronically delinquent means the status of a residential customer who during the prior twelve (12) months has been disconnected by that utility for nonpayment or who on three (3) or more occasions during the prior twelve months has not paid a bill by the date a subsequent bill is rendered.

D. cycle billing means a system employed by a utility which results in the rendition of bills for utility service to various residential customers on different days but on or about the same day of each billing period.

E. delinquent means the status of a bill rendered to a residential customer for utility service which remains unpaid after the due date of the bill.

F. discontinuance of service means an intentional cessation of service by a utility not voluntarily requested by a residential customer.

G. estimated bill means a bill for utility service which is not based on an actual reading of the residential customer's meter or other measuring device for the period billed.

H. line extension means that part of a utility's system for the delivery of gas or electric utility service which extends and connects the utility's existing system to a residential customer, exclusive of yard lines or service drops.

I. medical professional means a licensed physician, physician's assistant, osteopathic physician, osteopathic physician's assistant or certified nurse practitioner.

J. rendition of a bill means the date of mailing or personal delivery of a bill by a utility.

K. residential customer means any person being supplied with and legally liable for the payment of

an electric or gas utility service for that person's household or domestic uses.

L. residential service means the provision of or use of electricity or gas for household or domestic purposes.

M. special service means a service provided to a residential customer by a utility which is not subject to a tariff schedule.

N. utility charges means the billing or charges for the provision of utility service and other charges authorized by the Commission pursuant to approved tariffs.

[17.5.410.7 NMAC – Rn, NMPUC Rule 410.9 & A, 12-17-01]

17.5.410.8 APPLICATION:

A. A utility shall not unreasonably discriminate against any residential customer. Neither shall a utility discriminate against or penalize a residential customer for exercising any right granted by 17.5.410 NMAC, nor shall any provision herein be construed to relieve any residential customer from liability for proper utility charges.

B. A utility may adopt such reasonable rules governing its relations with residential customers as are necessary and which are not inconsistent with 17.5.410 NMAC and as prescribed in NMPUC Rule 210.

C. Unless otherwise specified a utility shall not be required to file new tariffs pursuant to 17.5.410 NMAC. To the extent that existing tariffs are inconsistent with 17.5.410 NMAC, such tariffs are deemed to be superseded by the requirements of 17.5.410 NMAC and all provisions of 17.5.410 NMAC are deemed to apply to all utilities as though set forth in applicable tariffs unless the differences between the tariffs and 17.5.410 NMAC are permitted pursuant to an exemption or variance requested under 17.5.410.9 NMAC and granted by the Commission.

[17.5.410.8 NMAC – Rn, NMPUC Rule 410.3, 12-17-01]

17.5.410.9 EXEMPTION AND VARIANCE:

A. Exemption. If unreasonable hardship with no reasonable alternative to a utility or to a residential customer results from the application of any provision of 17.5.410 NMAC, application may be made to the Commission for temporary or permanent exemption from its requirements.

B. Variances. A utility may file a written application with the Commission seeking a variance from all or part of 17.5.410 NMAC for good cause shown, except that no variances shall be allowed from the provisions of subsection F of 17.5.410.31 NMAC. Each variance request shall include an explanation for the requested variance together with an alternate proposal designed to achieve the purpose of the rule to be waived and to be implemented for application to the condition(s) requiring the variance.

C. Stay pending application for exemption or variance. An application for an exemption or a variance shall stay the application of 17.5.410 NMAC to the utility applying for the exemption or variance as it relates to the matter on which an exemption or a variance is sought for a period of twenty (20) days. Within that time frame the Commission may for good cause shown extend the period of the stay.

D. Notice of application for exemption or variance. A utility filing an application for an exemption or a variance with the Commission shall contemporaneously with such filing mail copies of such application by first class mail to the newspaper with the largest circulation in each county within the utility's service areas, the Attorney General, and the intervenors in the utility's most recent rate case.

E. Exemption or variance hearings. The Commission may schedule a hearing on any proposed exemption or variance.

[17.5.410.9 NMAC – Rn, NMPUC Rules 410.4 - 410.8, 12-17-01]

17.5.410.10 RENDITION OF BILLS:

A. A utility shall render a bill to every residential customer for each billing period in accordance with applicable tariffs and the requirements and options of 17.5.410 NMAC.

B. A utility may either bill all of its residential customers on the same day of each billing period or bill its residential customers on a billing cycle. If a utility significantly alters a billing cycle, notice shall promptly be given to the affected residential customer(s).

C. When billing for concurrent service at a residence the usage and charge attributable to each such service shall be clearly set forth on the bill. Utility service to multiple locations billed to a single residential customer shall be stated separately for each location.

D. Upon approval of an experimental rate by the Commission a utility shall give full written disclosure of such rate to the affected residential customer prior to implementing such rate, and the utility shall advise its residential customers of the financial impact of such rate based on typical patterns of usage.

[17.5.410.10 NMAC – Rn, NMPUC Rule 410.10, 12-17-01]

17.5.410.11 BUDGET PAYMENT PLANS: A utility shall offer a budget payment plan to its residential customers. Such plans must be approved by the Commission and must contain the following provisions at a minimum.

A. The budget payment plan shall provide the residential customer with a method of leveling the bill for utility service. It shall be designed to avoid the accumulation of an unpaid balance which will be burdensome to pay in a single payment.

B. The budget payment plan shall be available to any residential customer who is then either current in payments for utility service or who has entered into and is complying with a settlement agreement at any time during the year, without regard to the residential customer's length of service with the utility. Should a chronically delinquent residential customer fail to pay the amount specified in the budget payment plan, the utility may remove that residential customer from the plan and withhold the plan from that residential customer for up to twelve (12) succeeding months. A utility may also petition the Commission for an order permitting it to offer its budget payment plan at specified times only or for less than a prospective twelve (12) month period upon a showing by the utility that offering such a plan at and for times specified in 17.5.410 NMAC will result in an undue financial burden to the utility.

C. In determining one (1) year's budget payment plan the computation shall be specific to each residential customer. If the residential customer has been served by the utility at the same location for the previous year, the budgeted payment should be based on the residential customer's actual use for the previous year normalized for known load characteristic changes and for unusual weather conditions for the residential class of customers. If the residential customer has not been served by the utility during the previous year, the budgeted payment should be based on the actual use for the previous year normalized for known load characteristics and unusual weather conditions, as applied to the residential class of customers or similar residential customers, i.e., similar appliances, household size, and other utility needs.

D. In the event a plan is based on a rolling average of prior actual bills (or for new customers is based on estimated bills), a pro forma normalization for unusual weather conditions shall not be required as long as the methodology is consistently applied.

E. The specific methodology of the plan shall be approved by the Commission and shall be nondiscriminatory.

[17.5.410.11 NMAC – Rn, NMPUC Rule 410.11, 12-17-01]

17.5.410.12 CONTENTS OF BILLS: Bills for utility service shall provide information which clearly states:

A. the beginning and ending meter reading dates or the number of days in the billing cycle and the date of the ending meter reading;

B. clear and conspicuous language identifying the bill as an estimated bill, if the bill has been estimated;

C. the number and kind of units metered;

D. any meter conversions from meter reading units to billing units;

E. any meter multiplier constants used to determine billing;

F. the date the bill is due;

G. any previous balance;

H. an identification of the applicable rate tariff;

I. the amount due for electric or gas usage;

J. the amount due for special services;

K. the total amount due;

L. gross receipts taxes and any other taxes, if not a part of the base rate;

M. the cost of service index, if applicable;

N. the automatic adjustment clauses approved by the Commission in total and in cost per unit basis, as applicable;

O. the address of the utility designating where the residential customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided;

P. if the residential customer is on a budget payment plan, a statement of:

(1) the actual charges for service incurred for the current billing period,

(2) the budgeted amount due, and

(3) the amount of credit or arrearage.

[17.5.410.12 NMAC – Rn, NMPUC Rule 410.12, 12-17-01]

17.5.410.13 PAYMENT STANDARDS:

A. A residential customer shall be given at least twenty (20) calendar days from the date of rendition of a bill for payment in full before the bill is deemed delinquent.

B. A residential customer shall be given at least fifteen (15) calendar days from the date the bill is deemed delinquent before a utility may disconnect utility service, pursuant to the requirements of 17.5.410.29 through 17.5.410.33 NMAC.

C. If the last day for payment of a bill falls on a Sunday, legal holiday, or any other day when the offices of the utility regularly used for the payment of residential customer bills are not open to the general public, the final payment date shall be extended through the next business day.

D. Receipt by a utility of a payment in the utility's field office or offices, or post office box, or other address designated by the utility as an address at which bills may be paid by that residential customer shall be deemed receipt of that payment by the utility on that date. If payment is made to a place other than the designated place, the utility shall credit that payment to the residential customer within a reasonable period of time; provided, however, if the residential customer making payment to a place other than the designated place has received a disconnect notice and so informs the utility at the time of payment, the utility shall void the disconnect notice prior to disconnection.

E. Any monies received by a utility from a residential customer in excess of the amount of a bill owing shall be credited immediately. Any monies received by a utility from a residential customer which exceed the amount billed by ten dollars (\$10) or more shall be refunded if a residential customer has requested such a refund orally or in writing.

[17.5.410.13 NMAC – Rn, NMPUC Rule 410.13, 12-17-01]

17.5.410.14 FINANCE, SERVICE, CARRYING, PENALTY AND SPECIAL SERVICE CHARGES:

A. Unless otherwise approved by the Commission a utility shall not assess a finance, service, carrying, or penalty charge to a residential customer for the reason that any utility service balance due and owing upon the bill remains outstanding beyond the period of time established for payment.

B. A utility may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made the utility shall first credit such payment to any arrearage for utility charges.

C. A charge for connection or reconnection may not exceed the actual cost involved but shall be no less than the minimum allowed in applicable tariffs.

[17.5.410.14 NMAC – Rn, NMPUC Rule 410.14, 12-17-01]

17.5.410.15 ESTIMATED BILLS:

A. A utility may render a bill based on estimated usage to a seasonally billed residential customer if an appropriate tariff is on file with the Commission and an actual reading is obtained before each change in the seasonal cycle.

B. A utility may not render a bill based on estimated usage to a residential customer other than a seasonally billed customer unless the utility through no fault of its own is unable to obtain access to the residential customer's premises for the purpose of reading the meter or in situations where the residential customer makes reading the meter unnecessarily difficult; a meter is defective or has been evidently tampered with or bypassed; or weather conditions prohibit meter readings or where other force majeure conditions exist. If the utility is unable to obtain an actual meter reading for these reasons it shall attempt to contact the residential customer and attempt to obtain access to the premises, or it shall undertake reasonably practical alternatives to obtain a meter reading by procedures such as, but not limited to, mailing or leaving postpaid preaddressed postcards upon which the residential customer may note the reading.

C. Notwithstanding the provisions of subsection B of 17.5.410.15 NMAC, a utility may not render a bill based on estimated usage for more than two (2) consecutive billing periods without prior notification to the Commission, nor for an initial or final bill for service, unless otherwise agreed to by the residential customer and the utility.

D. The estimating procedures employed by the utility must be contained in a tariff on file with the Commission.

E. The utility must, for no less than twelve (12) months, maintain accurate records of the reasons for each estimate and the efforts made to secure an actual reading.

F. If a utility underestimates a residential customer's usage and subsequently seeks to correct the bill, the residential customer shall be given an opportunity to participate in an installment payment plan with regard to the underestimated amount.

G. Upon request a utility shall explain to any residential customer how to read and report electric or gas usage. Upon an agreement between a residential customer and a utility, a residential customer may read and report the electric or gas usage as long as such usage is reported on a regular and accurate basis, and the utility shall provide postpaid preaddressed postcards, or any other reasonable alternative for this purpose, to the residential customer. In such a case, at least annually, a utility shall obtain an actual meter reading of residential customer usage in order to verify the accuracy of readings reported in this manner. 17.5.410 NMAC shall not prevent a utility from reading meters on a regular basis.

H. A utility's tariff may provide for a residential customer to read and report the electric or gas usage on a regular and accurate basis.

I. Notwithstanding subsections B and C of 17.5.410.15 NMAC, a utility may estimate a billing in the event that a residential customer fails to timely and accurately report the self-reading.

[17.5.410.15 NMAC – Rn, NMPUC Rule 410.15, 12-17-01]

17.5.410.16 RESIDENTIAL SECURITY DEPOSITS OR GUARANTEES: A utility may not require a security deposit or other guarantee of payment as a condition of new or continued service to a residential customer except in the case of service:

A. to a residential customer who has not previously had utility service with the utility and who has not established an acceptable credit rating,

B. to a chronically delinquent residential customer of the utility,

C. as a condition for reconnection of service following discontinuance of service by the utility, and

D. to a residential customer who in an unauthorized manner has interfered with or diverted the service of the utility situated on or about or delivered to the residential customer's premises.

[17.5.410.16 NMAC – Rn, NMPUC Rule 410.16, 12-17-01]

17.5.410.17 METHODS TO ESTABLISH ACCEPTABLE CREDIT RATING:

A. A residential customer or guarantor may establish an acceptable credit rating in any reasonable manner, such as the following:

(1) owns or is purchasing a home,

(2) is and has been regularly employed on a full-time basis for at least one (1) year,

(3) has an adequate regular source of income, or

(4) can provide adequate credit references from a commercial credit source or utility where the residential customer had prior utility service.

B. If a residential customer or prospective residential customer cannot establish an acceptable credit rating but can demonstrate to the utility that the residential customer does not have adequate financial resources to pay the security deposit because the residential customer has a low income and is elderly, disabled, or subject to other special considerations, the utility shall give special consideration to such a residential customer in determining whether and in what amount a security deposit will be charged.

C. If a prospective residential customer cannot establish an acceptable credit rating but previously received utility service under the name of a spouse, the utility may consider prior utility service to that spouse in determining whether and in what amount a security deposit will be charged.

[17.5.410.17 NMAC – Rn, NMPUC Rule 410.17, 12-17-01]

17.5.410.18 AMOUNTS OF AND ACCOUNTING FOR SECURITY DEPOSITS: Any deposit policy shall be as set forth in the utility's tariff on file with the Commission pursuant to NMPUC Rule 210, but shall conform to the following provisions.

A. A deposit for a residential customer shall not exceed an amount equivalent to one sixth (1/6) of that residential customer's estimated annual billings or not more than one and one half (1 1/2) times that residential customer's estimated maximum monthly bill.

B. Simple interest on deposits at the rate not less than the rate required by law shall accrue annually to the residential customer's credit for the time the deposit is held by the utility. The deposit shall cease to draw interest on the date it is returned, on the date service is terminated, or on the date the refund is sent to the residential customer's last known address.

C. Each residential customer who posts a security deposit shall receive in writing at the time of tender

of deposit or with the first bill a receipt as evidence thereof. The receipt shall contain the following minimum information:

- (1) name of residential customer;
- (2) date of payment;
- (3) amount of payment; and
- (4) statement of the terms and conditions governing the payment, retention, interest, and return of deposits.

D. A utility shall provide means whereby a residential customer entitled to a return of deposit is not deprived of the deposit refund even though the residential customer may be unable to produce the original receipt for the deposit, provided the residential customer can produce adequate identification to insure that the residential customer is entitled to a refund of the deposit.

[17.5.410.18 NMAC – Rn, NMPUC Rule 410.18, 12-17-01]

17.5.410.19 REFUND OF DEPOSITS, TERMINATION OF GUARANTEES:

A. Any residential customer who has not been chronically delinquent for the twelve-month period from the date of deposit or guarantee shall promptly receive a credit or refund in the amount of the deposit together with accrued interest due or shall be permitted to terminate any guarantee. If the amount of the deposit exceeds the amount of the current bill, the residential customer may request a refund in the amount of the excess if such excess exceeds ten dollars (\$10). If the residential customer fails to qualify for a refund of the deposit on the first anniversary date of the deposit, that account shall be reviewed on each succeeding anniversary date of the deposit and the amount of the deposit shall be credited if the residential customer has not been chronically delinquent during the preceding twelve (12) months. A residential customer may request a refund at any time after twelve (12) months, which refund shall promptly be paid if the residential customer has not been chronically delinquent during the prior twelve-month period, or a utility may pay such refund in the absence of a request within a reasonable period of time.

B. Unclaimed deposits shall be handled as provided by law.

[17.5.410.19 NMAC – Rn, NMPUC Rule 410.19, 12-17-01]

17.5.410.20 RECORD OF DEPOSITS: A utility shall keep records of deposits and issue receipts of deposits in accordance with the requirements of subsections (c), (d), (f), and (g) of NMPUC Rules 560.19 and 650.19.

[17.5.410.20 NMAC – Rn, NMPUC Rule 410.20, 12-17-01]

17.5.410.21 INTERNAL UTILITY COMPLAINT PROCEDURES: A utility shall establish internal procedures pursuant to NMPUC Rule 210 for the prompt, efficient, and thorough receipt, investigation, and, where possible, resolution of all residential customer inquiries, disputes, service requests, and complaints regarding residential utility service and charges. Such internal procedures shall provide that:

A. a utility shall be prepared at all times during normal business hours to receive all customer inquiries, disputes, service requests, and complaints;

B. a utility shall have qualified personnel available and prepared to respond to all residential customer inquiries, disputes, service requests, and complaints at all reasonable times during normal business hours;

C. a utility shall make reasonable arrangements for residential customers unable to communicate in the English language to receive assistance;

D. a utility shall provide qualified and authorized utility personnel at reasonable times during normal business hours to negotiate settlement agreements on behalf of the utility; and

E. a utility shall provide qualified personnel or other reasonable means at all times to receive and initiate responses to customer contacts regarding any emergency condition involving utility services.

[17.5.410.21 NMAC – Rn, NMPUC Rule 410.21, 12-17-01]

17.5.410.22 TESTING OF UTILITY METERS: A customer may request the testing of a utility meter pursuant to NMPUC Rules 560.34 and 650.32(d) or NMSA 1978, Section 62-6-22.

[17.5.410.22 NMAC – Rn, NMPUC Rule 410.22, 12-17-01]

17.5.410.23 PUBLIC NOTICE OF RESIDENTIAL CUSTOMER RIGHTS: The utility shall prepare in both Spanish and English information subject to Commission approval which in layman's terms summarizes the rights and responsibilities of the utility and its residential customers in accordance with 17.5.410 NMAC. This information shall be displayed prominently by the utility and shall be available to the general public. The utility

shall advise new residential customers of the availability of such information upon commencement of utility service and shall advise its existing residential customers of such availability on an annual basis. The information shall state that it is being provided in accordance with 17.5.410 NMAC and shall contain information concerning, but not limited to:

- A. billing procedures, including estimated billing, budget payment plans, installment payment plans, and third party notification programs;
 - B. methods for residential customer verification of billing accuracy;
 - C. a description of the operation of applicable rate tariffs, automatic adjustment clauses, and cost of service indexing;
 - D. residential customer payment requirements and procedures;
 - E. security deposit and guarantee requirements;
 - F. procedures relating to discontinuance and reconnection of service;
 - G. the utility's inquiry, dispute, service request, and complaint procedures;
 - H. an explanation of meter reading procedures which would enable a residential customer to read his or her own meter;
 - I. a procedure whereby a residential customer may avoid discontinuance of service during an extended period of absence;
 - J. procedures for filing a complaint with the Commission;
 - K. the utility's policy concerning discontinuance of service to those whose lives or health may be endangered by discontinuance; and
 - L. the names and addresses of state and local governmental agencies which have programs available to assist eligible persons with payment of their utility bills.
- [17.5.410.23 NMAC – Rn, NMPUC Rule 410.23 & A, 12-17-01]

17.5.410.24 NOTICE, AVAILABILITY AND PUBLIC ACCESS TO SCHEDULES:

- A. A utility shall keep on file and provide public access to a copy of 17.5.410 NMAC and its current applicable residential rates, rules, and regulations and shall maintain up-to-date maps, plans, or records of its entire transmission and distribution systems with such other information as may be necessary to enable the utility to advise prospective residential customers as to facilities for serving any locality. Suitable signs shall be posted conspicuously in public areas at utility offices calling to the public's attention that this information is available for inspection.
 - B. Unless otherwise directed by the Commission a utility shall notify its affected residential customers of any change in its tariffs which have been suspended by the Commission.
- [17.5.410.24 NMAC – Rn, NMPUC Rule 410.24, 12-17-01]

17.5.410.25 ASSISTANCE TO CUSTOMERS:

- A. The utility shall assist the residential customer or prospective residential customer in selecting an appropriate rate tariff and furnish such additional information concerning that tariff as the residential customer may reasonably request.
- B. A utility shall maintain residential customer records which contain details of all bills and correspondence sent to or received from the residential customer and evidence of all payments, deposits, guarantees, or other monies received from the residential customer.
- C. Copies of residential customer records shall be furnished to that residential customer upon request.
- D. Copies of a residential customer's records relevant to a matter in dispute, or for good cause shown, shall be furnished to any person authorized in writing by the residential customer to receive such records.
- E. The utility shall correct any nondisputed mistakes in a residential customer's payment history that are brought to its attention.
- F. A utility shall maintain records which contain the number of:
 - (1) disputes registered with the utility;
 - (2) settlement agreements made by the utility;
 - (3) discontinuance of service notices sent to residential customers;
 - (4) discontinuances of service and the number of reconnections;
 - (5) security deposits collected, number credited or refunded, number of guarantees received and number terminated;
 - (6) residential customers with installment payment plans;
 - (7) residential customers with budget payment plans;

- (8) estimated bills;
- (9) medical certificates received before and after discontinuance of service pursuant to 17.5.410

NMAC;

(10) times beyond twelve (12) hours after receipt of a medical certificate before each reconnection of service was accomplished; and

(11) residential customers within whose households resides a disabled, elderly, or other person who may suffer injury or death if utility service is discontinued to the extent that the utility has actual knowledge of the conditions.

G. The above-enumerated records shall be kept for the period of time required by NMPUC Rules 560 and 650, or if not so required for at least three (3) years.

[17.5.410.25 NMAC – Rn, NMPUC Rule 410.25, 12-17-01]

17.5.410.26 REPORTS TO COMMISSION: Upon Commission request the utility shall provide information required by subsection F of 17.5.410.25 NMAC to the Commission within 10 working days.

[17.5.410.26 NMAC – Rn, NMPUC Rule 410.26, 12-17-01]

17.5.410.27 LINE EXTENSIONS: Upon a residential customer's request for a line extension a utility shall:

A. provide the residential customer with a copy of the utility's line extension policy and explain the content of such policy;

B. establish a reasonable time not exceeding thirty (30) days after the residential customer has complied with all reasonable utility requirements for the delivery to the residential customer of the utility's estimate for the line extension;

C. complete construction of the line extension within sixty (60) days after the residential customer signs the utility's line extension agreement and after the utility has secured all applicable permits, rights-of-way, materials, and labor necessary for the line extension, and the utility has completed all other applicable contractual obligations. A utility shall be required to exercise due diligence and good faith in its efforts to obtain such permits, rights-of-way, materials, labor, and contractual compliance. However, the utility shall not be required to complete construction of the line extension within this time frame where *force majeure* conditions exist;

D. advise the residential customer that if the residential customer is not satisfied with the line extension proposal of the utility including cost and time of construction, an informal review of the proposal may be provided by utility personnel located in the service area of the residential customer and authorized to conduct such reviews. Such personnel shall be in a position to modify such proposal, where appropriate;

E. inform the residential customer in writing of how the residential customer's options concerning the type of installation of a line extension will affect utility charges based on present rates or rates which are the subject of a pending case concerning rates. At a minimum comparisons of average annual utility charges for that residential customer shall be provided.

[17.5.410.27 NMAC – Rn, NMPUC Rule 410.27, 12-17-01]

17.5.410.28 COST OF LINE EXTENSION: The amount charged to the residential customer for a line extension shall be based on the estimated total cost to the utility and shall be clearly stated in the written line extension agreement entered into between the utility and the residential customer. The method for collecting the amount charged to the residential customer shall be outlined in applicable tariffs filed with the Commission.

[17.5.410.28 NMAC – Rn, NMPUC Rule 410.28, 12-17-01]

17.5.410.29 DISCONTINUANCE OF SERVICE:

A. A utility may discontinue utility service to a residential customer without prior notice in the event of:

- (1) a condition determined by the utility to be hazardous;
- (2) residential customer use of equipment in such manner as to adversely affect the utility's equipment or the utility's service to others;
- (3) residential customer's tampering with, damaging, or deliberately destroying the equipment furnished and owned by the utility;
- (4) unauthorized use of service provided by the utility.

B. A utility may discontinue service to a residential customer for:

- (1) nonpayment of a delinquent account pursuant to 17.5.410.31 NMAC;
- (2) failure to post a security deposit or guarantee pursuant to 17.5.410.31 NMAC, as applicable;

(3) failure to comply with the terms and conditions of a settlement agreement pursuant to 17.5.410.42 NMAC.

C. A utility may discontinue utility service to a residential customer after three (3) days' prior written notice in the event of the residential customer's:

(1) refusal to grant access at reasonable times to equipment installed upon the premises of the residential customer for the purpose of inspection, meter reading, maintenance, or replacement;

(2) failure to furnish such service, equipment, permits, certificates, and/or rights-of-way as shall have been specified by the utility as a condition to obtaining service or in the event such equipment or permissions are withdrawn or terminated;

(3) violation of and/or noncompliance with the utility's rules on file with and approved by the Commission.

D. The three-day notice required by subsection C of 17.5.410.29 NMAC shall be in English or Spanish, as may be applicable, and shall include the following:

(1) a statement of the reason(s) why the utility has issued notice to discontinue utility service pursuant to subsection C of 17.5.410.29 NMAC;

(2) the title(s), address, telephone number(s), and working hours of utility personnel responsible for carrying out the rights prescribed in 17.5.410 NMAC;

(3) a statement that the residential customer can obtain a review by utility personnel of the reasons for the proposed discontinuance of service, which shall stay the discontinuance during the review, and a statement that a complaint may be filed with the Commission if the residential customer disagrees with the utility's determination of the facts upon which the proposed discontinuance is based.

[17.5.410.29 NMAC – Rn, NMPUC Rule 410.29, 12-17-01]

17.5.410.30 PROHIBITIONS ON DISCONTINUANCE OF SERVICE: A utility shall not discontinue service for:

A. the failure of a residential customer to pay for special services;

B. the failure of a residential customer to pay for service received at a separate metering point, residence, or location; however, in the event of discontinuance or termination of service at a separate residential metering point, residence, or location, a utility may transfer any unpaid balance due to any other residential service account of the residential customer and proceed in accordance with subsection B of 17.5.410.29 NMAC;

C. the failure of the residential customer to pay for a different class of service received at the same or different location; however, placing more than one meter at the same location for purposes of billing the usage of specific devices under optional rate tariffs or provisions is not construed as a different class of service;

D. nonpayment of the disputed amount of a bill, as provided by 17.5.410 NMAC;

E. delinquency in payment for service to a previous occupant of the same premises unless a court has found the new customer legally liable for the debt of the previous occupant or the previous occupant continues to reside at the premises;

F. failure of a residential customer to pay the bill of another customer as guarantor thereof;

G. failure of a residential customer to pay an estimated bill rendered in violation of 17.5.410.15

NMAC.

[17.5.410.30 NMAC – Rn, NMPUC Rule 410.30, 12-17-01]

17.5.410.31 REQUIREMENTS PRIOR TO DISCONTINUANCE OF SERVICE PURSUANT TO SUBSECTION B OF 17.5.410.29 NMAC: Each utility shall file a tariff for its residential customer service that shall include the following minimum standards for discontinuance of utility services.

A. **Fifteen-day notice.** At least fifteen (15) days before a utility discontinues service to a residential customer, the utility shall provide written notice to the customer stating its intent to discontinue service and setting forth the customer's rights regarding discontinuance of service, budget payment plans, and settlement agreements. The notice shall be in English and Spanish and shall be in simple language. The notice shall be delivered to the residential customer in person or by U.S. Mail, postage prepaid, addressed to the last address for the residential customer known to the utility. A fifteen-day notice shall contain:

(1) the title, address, telephone number, and working hours of utility personnel responsible for administering the procedures in this section;

(2) the amount owed and the specific date service shall be discontinued unless the residential customer pays the amount due or makes other arrangements with the utility concerning payment of the charges.

Upon request, the utility shall provide information to the customer concerning the outstanding charges, including the

dates of service during which the outstanding charges were incurred and the date and amount of the last payment;

(3) a statement that, if the residential customer pays the portion of the bill which the customer does not dispute, the utility shall review the portion of the bill which the residential customer does dispute;

(4) a statement that a residential customer may file a complaint with the Commission in accordance with 17.1.2 NMAC, Utility Division Procedures, if the residential customer disagrees with the utility's determination concerning discontinuance of service;

(5) a statement that:

(a) the utility will not discontinue service to a residence where a seriously or chronically ill person resides, or will reestablish service to such a residence, if, at least two (2) days prior to the proposed service discontinuance date specified in the notice:

(i) the utility receives a signed medical certification, valid for thirty (30) days, on the form prescribed by the Commission in 17.5.410.43 NMAC or a substantially similar form, from a medical professional stating that discontinuance of service might endanger the customer's life or health;

(ii) the utility receives a signed financial certification, valid for ninety (90) days, on the form prescribed by the Commission in 17.5.410.44 NMAC or a substantially similar form, from the New Mexico Human Services Department or other organization providing charitable assistance stating that the customer qualifies for financial assistance from the organization executing the certificate; or from the customer demonstrating that the customer is currently eligible for financial assistance from the Medicaid program; and

(iii) the residential customer enters into a written settlement agreement or deferred payment plan with the utility;

(b) if service has been discontinued, the utility shall reestablish service within twelve (12) hours after the residential customer has satisfied the requirements of sub-paragraphs (a)(i) through (a)(iii) above;

(c) the residential customer will not be relieved of the obligation to pay for services rendered if utility service is continued or reestablished under the provisions of this paragraph; and

(d) timely delivery to the utility of duly executed medical certification and financial certification forms shall be adequate to delay discontinuance of service for at least thirty days and that the utility may, in its discretion, delay the discontinuance for a longer period.

(6) blank copies of the medical certification form prescribed by the Commission in 17.5.410.43 NMAC and the financial certification form prescribed by the Commission in 17.5.410.44 NMAC, or substantially similar forms;

(7) a statement in capital letters of the cost of reconnection;

(8) the following statement in capital letters, "If you have difficulty paying this bill, and feel you may qualify for assistance in paying your utility bill from the Low Income Home Energy Assistance Program, the Low Income Utility Payment Assistance program, or another assistance program in your community, contact the Community Assistance Section of the Human Services Department at 1-800-432-6217, or the customer service representative at this utility. Application forms for the Low Income Home Energy Assistance program and the Low Income Utility Payment Assistance program are available at the billing offices of this utility and at the Human Services Department. You should return the application forms to the Human Services Department which administers the programs and determines your eligibility to receive assistance."

B. Two-day notice. Each utility shall take reasonable steps to communicate with a residential customer by telephone or personal contact at least two (2) days prior to the actual date of discontinuance of service to remind the customer of the pending date of discontinuance of service, advise the customer again of the availability of financial assistance for utility service payments, and obtain payment of delinquent accounts. The utility employee who personally contacts a residential customer and the utility employee sent to discontinue utility services shall note any information made known to the employee by the residential customer regarding any resident's serious illness or life endangering health condition, such as whether a resident is physically disabled, frail, or elderly. Such information shall immediately be reported in writing to a utility employee authorized to prevent discontinuance. That employee shall either delay the discontinuance if it is apparent that the forms required by paragraphs (5) and (6) of subsection A of this section will be received, or state in writing why discontinuance of service will not be delayed. The utility and utility employee shall be held harmless for errors made in good faith in noting, acting upon, or failing to act upon the information made known by the residential customer. The utility employee sent to discontinue utility service shall be empowered to receive payment of delinquent bills, and upon receipt of payment, to cancel the discontinuance order.

C. Third-party notification: Each utility shall offer its residential customers a third party notification program and shall notify residential customers that such program is available. The utility shall extend the third party notification program to those residential customers who notify the utility in writing of their desire to

participate in the program and designate a specific person, organization, or governmental agency that is ready, willing, and able to assist the residential customer with the payment of utility bills. Upon receipt of such notice from a residential customer, a utility shall not discontinue service to a participating customer for nonpayment of past due charges without:

(1) contacting the designated person, organization, or governmental agency by phone or in writing at least fifteen (15) days prior to the proposed discontinuance of service; and

(2) determining that the designated person, organization, or governmental agency has not made a commitment to assist with payment of the residential customer's past due charge within a reasonable period of time.

D. INSTALLMENT PAYMENT PLANS:

(1) A utility shall attempt to arrange a payment plan for the payment of past due charges when a residential customer who has not been chronically delinquent indicates an inability to pay the charges. The utility shall not discontinue service to the residential customer while a payment plan is being negotiated. The utility may also maintain a list of organizations in the area that may provide assistance to customers in paying utility bills and shall notify customers that application forms for the Low Income Home Energy Assistance program and the Low Income Utility Payment Assistance program are available upon request and at its billing offices. Utilities are encouraged to refer low-income assistance inquiries to the Human Services Department consistent with paragraph (8) of subsection A of 17.5.410.31 NMAC.

(2) Each utility shall provide a procedure for reviewing residential customer allegations that a proposed payment plan is unreasonable, that a utility charge is not due and owing, or that the customer has not violated an existing payment plan. Such procedure shall provide due notice to residential customers, shall not be conducted by the credit department of the utility, and shall authorize the reviewing employee to order appropriate corrective action. A utility shall not discontinue service until the review is completed.

(3) If a residential customer fails to comply with a payment plan, a utility shall notify the customer at least seven (7) days before discontinuing service that service will be discontinued.

E. Timing of discontinuance of service. A utility may discontinue utility service to a residential customer during the hours from 8:00 a.m. to 3:00 p.m. on Monday through Thursday. A utility may not discontinue service less than twenty-four (24) hours prior to a holiday or weekend unless the utility's business office is open for receipt of payment of past due charges and utility personnel are available to restore service during the holiday or weekend once payment is received.

F. Discontinuance during the winter heating season. Unless requested by the customer, a utility shall not discontinue service to a residential customer for nonpayment during the period from November 15 to March 15 until at least fifteen (15) days after the date scheduled for discontinuance of service if, prior to that date, the Human Services Department contacts the utility and certifies to the utility that the customer is eligible for utility payment assistance under the Low Income Home Energy Assistance Program or the Low Income Utility Assistance Act and that payment for the utility service provided to the customer will be made within the fifteen-day period following the date scheduled for discontinuance. A utility may discontinue service if the second fifteen (15) day period expires without receipt of payment for the service designated in the disconnect notice.

[17.5.410.31 NMAC – Rn, NMPUC Rule 410.31 & A, 12-17-01]

17.5.410.32 EMERGENCY DISCONTINUANCE OF SERVICE: Notwithstanding any other provision of 17.5.410 NMAC, a utility may temporarily and without notice discontinue residential service for reasons of operation, maintenance, health, safety, or a state of emergency.

[17.5.410.32 NMAC – Rn, NMPUC Rule 410.32, 12-17-01]

17.5.410.33 RESTORATION OF SERVICE: Upon a residential customer's request a utility shall restore service promptly when the cause for discontinuance of service has been eliminated, applicable restoration or reconnection charges paid, and, if required, satisfactory credit arrangements have been made. At all times a reasonable effort shall be made to restore service on the day restoration is requested, and in any event restoration shall be made no later than the next working day following the day on which the cause for discontinuance of service has been eliminated. Provided further that in the event a medical certificate and financial certification contemplated by paragraph (6) of subsection A of 17.5.410.31 NMAC is received, service shall be reestablished within twelve (12) hours of receipt.

[17.5.410.33 NMAC – Rn, NMPUC Rule 410.33, 12-17-01]

17.5.410.34 NOTICE BY RESIDENTIAL CUSTOMER: A residential customer may advise a utility by written notice, by telephone, or in person that utility charges are in dispute, provided that if notice is provided by

telephone or in person the residential customer shall give the utility written notice of the dispute within five (5) days from the date of telephone or personal contact. In any event the residential customer shall pay the undisputed amount of the utility charges within five (5) days after advising the utility of the dispute. If a residential customer advises a utility that utility charges are in dispute after receiving a notice of disconnection of service and at a time which is less than five (5) days from the date on which disconnection is to occur, the residential customer shall give the utility written notice of the dispute and pay the undisputed amount prior to the date on which disconnection is to occur.

[17.5.410.34 NMAC – Rn, NMPUC Rule 410.34, 12-17-01]

17.5.410.35 MANNER OF RESOLVING DISPUTE: In attempting to resolve a dispute a utility may employ telephone communication, personal meetings, on-site visits, or any other technique reasonably conducive to settlement of the dispute.

[17.5.410.35 NMAC – Rn, NMPUC Rule 410.35, 12-17-01]

17.5.410.36 DETERMINATION OF DISPUTED AMOUNT: If a residential customer disputes the amount of utility charges, the residential customer shall pay the utility an amount equal to that part of the utility charges not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the residential customer's prior consumption history, weather variations, the nature of the dispute, and any other pertinent factors in determining the amount not in dispute. In the event a utility and a residential customer cannot agree on the amount not in dispute, the residential customer shall pay the utility an amount equal to 90% of the average monthly consumption for the residential customer's consumption during the preceding year for the three-month period which brackets the month in controversy or an amount equal to 90% of the average monthly consumption during the preceding year for a three-month period which brackets the month in controversy for a residential customer with similar characteristics of utility consumption.

[17.5.410.36 NMAC – Rn, NMPUC Rule 410.36, 12-17-01]

17.5.410.37 PAYMENT OF NONDISPUTED AMOUNT:

A. Failure of a residential customer to pay a utility the nondisputed amount of utility charges as provided in 17.5.410.36 NMAC shall constitute a waiver of the residential customer's right to continued service as provided in 17.5.410 NMAC.

B. When the dispute is resolved, if applicable, any excess amount paid by the residential customer shall promptly be credited to the residential customer's account, and if the amount is in excess of ten dollars (\$10) and if so requested by the residential customer the excess amount shall promptly be refunded.

[17.5.410.37 NMAC – Rn, NMPUC Rule 410.37, 12-17-01]

17.5.410.38 ADJUSTMENT OF BILLS: Bills which are incorrect due to meter or billing errors shall be adjusted in accordance with the requirements of NMPUC Rules 560.22 and 650.22.

[17.5.410.38 NMAC – Rn, NMPUC Rule 410.38, 12-17-01]

17.5.410.39 NOTICE OF RIGHT TO FILE COMPLAINT WITH COMMISSION: When the residential customer and utility meet in person, by telephone, or otherwise to resolve a dispute, the utility representative shall:

A. advise the residential customer that if the complaint cannot be resolved to the parties' satisfaction, each has a right to register an informal or formal complaint with the Commission;

B. give the residential customer the address and telephone number where the residential customer may file a complaint with the Commission; and

C. advise the residential customer that a complaint must be filed within seven (7) days or the utility may implement or continue procedures to discontinue service pursuant to 17.5.410.29 through 17.5.410.33 NMAC.

[17.5.410.39 NMAC – Rn, NMPUC Rule 410.39, 12-17-01]

17.5.410.40 SETTLEMENT AGREEMENTS TO BE IN WRITING: When a utility and a residential customer settle a dispute or when a residential customer does not dispute liability for an outstanding bill or bills but demonstrates an inability to pay the outstanding bill or bills then due, the utility and residential customer shall enter into a settlement agreement to pay the amount of the bill. The terms of a settlement agreement reached by telephone which extends beyond forty-five (45) days shall be confirmed by the utility in writing and mailed or delivered to the residential customer. A utility is not required to enter into a settlement agreement with a chronically delinquent residential customer. However, if a chronically delinquent residential customer can demonstrate to the utility that

the residential customer has inadequate financial resources to pay the outstanding bill without participation in the settlement agreement and because the residential customer has a low income and is elderly, disabled, or subject to other special considerations, the utility shall give special consideration to such a residential customer in determining whether to extend a settlement agreement to that residential customer.

[17.5.410.40 NMAC – Rn, NMPUC Rule 410.40, 12-17-01]

17.5.410.41 INSTALLMENT PAYMENTS:

A. Every settlement agreement involving an inability to pay an outstanding bill in full when due shall provide that service will not be discontinued if the residential customer pays a reasonable portion of the outstanding bill upon signing the settlement agreement and agrees to pay the remaining outstanding balance in reasonable installments until the bill is paid. A settlement agreement to pay an outstanding past due balance on a bill does not relieve the residential customer from the obligation to pay future bills on a current basis. For purposes of determining reasonableness the parties shall consider:

- (1) the size of the outstanding balance,
- (2) the residential customer's ability to pay,
- (3) the residential customer's payment history,
- (4) the time the balance has been outstanding,
- (5) the reasons why the balance has been outstanding, and
- (6) any other relevant factors relating to the residential customer's service.

B. A settlement agreement to pay an outstanding past due balance on a bill does not relieve the residential customer from the obligation to pay future bills on a current basis.

C. If the residential customer has entered into an installment plan pursuant to a settlement agreement as provided by 17.5.410 NMAC, the residential customer shall receive a statement of:

- (1) the actual service charges incurred for the current billing period,
- (2) the amount of the installment payment due,
- (3) the total amount due (sum of (1) and (2)), and
- (4) an acknowledgment of previous installment payments.

[17.5.410.41 NMAC – Rn, NMPUC Rule 410.41, 12-17-01]

17.5.410.42 FAILURE TO COMPLY WITH SETTLEMENT AGREEMENT:

A. If a residential customer fails to comply with a settlement agreement, a utility may discontinue service after notifying the residential customer by personal delivery of written notice or by first class mail that the residential customer is in default of the settlement agreement. The notice shall be written in simple language in English and Spanish and shall state: (1) the nature of the default; (2) the specific date service shall be stopped; and (3) the following: "If you have difficulty paying this bill, and feel you may qualify for assistance in paying your utility bill from the Low Income Home Energy Assistance Program or another assistance program in your community, contact the Community Assistance Section of the Human Services Department at 1-800-432-6217, or contact the customer service representative at this utility. Application forms for the Low Income Home Energy Assistance program and the Low Income Utility Payment Assistance program are available at the billing offices of this utility and at the Human Services Department. Application forms should be returned to the Human Services Department. The Human Services Department and not this utility administers the program and determines your eligibility to receive assistance." The notice shall also state that unless a payment which brings the settlement agreement current is made within seven (7) days from the date of notice the utility will discontinue service on or after the specific date identified in the notice; provided, however, that during the period from November 15 to March 15, the provisions of subsection F of 17.5.410.31 NMAC shall apply.

B. Nothing in 17.5.410.40 through 17.5.410.42 NMAC shall preclude a utility and a residential customer from renegotiating the terms of a settlement agreement.

[17.5.410.42 NMAC – Rn, NMPUC Rule 410.42, 12-17-01]

17.5.410.43 MEDICAL CERTIFICATION FORM:

**MEDICAL CERTIFICATION
(VALID FOR 30 DAYS)**

NOTE: You must complete both parts of this Medical Certification Form and a Financial Certification Form to continue receiving utility service.

I, [insert printed name of residential customer], hereby certify that I am the person responsible for the charges for utility service at [insert service address] that a seriously or chronically ill person, [insert name of seriously or chronically ill person] resides there, and that I am financially unable to pay my bill at this time. I understand that this certification does not relieve me of the responsibility to pay my bill, and that I must reapply for financial certification every ninety (90) days. In addition, I understand that I must make arrangements for a written settlement agreement with [insert name of utility] in order to continue receiving utility service.

I, [insert name of medical professional] certify that I am a licensed physician, physician's assistant, osteopathic physician, osteopathic physician's assistant or certified nurse practitioner who holds license number [insert license number] and that on [insert date] I examined [insert name of seriously or chronically ill person] who I am informed resides at [insert service address]. Said person is seriously or chronically ill with [describe condition]. Discontinuance of utility service to the above residence might endanger said person's health or life during the recovery period. This certification is valid for thirty (30) days.

[17.5.410.43 NMAC – N, 12-17-01]

17.5.410.44 FINANCIAL CERTIFICATION FORM:

FINANCIAL CERTIFICATION

(VALID FOR 90 DAYS)

NOTE: You must complete Sections I and II or Section III of this Financial Certification Form and a Medical Certification Form to continue receiving utility service.

I. AUTHORIZATION TO RELEASE INFORMATION

I, [insert printed name of residential customer] authorize [insert name of assistance agency] to release information from my file (application, proof of income, proof of family, bills, other) to any other agency as deemed necessary for the purpose of qualifying for medical emergency utility service.

I understand that if I provide false information, I could be denied medical emergency utility services.

II. AGENCY FINANCIAL CERTIFICATION (VALID FOR 90 DAYS)

I, [insert printed name], an employee of [insert agency name], hereby certify that the above customer has qualified for [specify type of assistance].

III. FINANCIAL SELF-CERTIFICATION (VALID FOR 90 DAYS)

I, [insert printed name] hereby certify that I am the person responsible for the charges for utility service at [insert service address] that a seriously or chronically ill person, [insert name of seriously or chronically ill person], resides there, and that I qualify for financial assistance as demonstrated by the current Medicaid Eligibility ID, No. [insert ID number] a copy of which is attached hereto. I understand that this certificate does not relieve me of the

responsibility to pay my bill, and that I must submit another Financial Certification Form every ninety (90) days.

I understand that if I provide false information, I could be denied medical emergency utility services.

customer's signature date

customer's social security number customer's telephone number service address

city state zip code

(ATTACH COPY OF MEDICAID ELIGIBILITY ID HERE)

[17.5.410.44 NMAC – N, 12-17-01]

HISTORY OF 17.5.410 NMAC:

Pre-NMAC filing history:

General Order No. 5, Regulations Governing Service Supplied by Electric Public Utilities, 1-1-42

General Order No. 6, Regulations Governing Service Supplied by Gas Public Utilities, 11-17-42

First Revised General Order No. 6, Regulations Governing Service Supplied by Gas Public Utilities, Case No. 753, 3-1-65

First Revised General Order No. 5, Regulations Governing Service Supplied by Electric Public Utilities, Case No. 771, 9-1-65

PSC 68-1, Statutes and General Orders, filed 1-16-68

Second Revised General Order No. 6, Regulations Governing Service Supplied by Gas Public Utilities, Case No. 919, 9-18-68

Second Revised General Order No. 5, Regulations Governing Service Supplied by Electric Public Utilities, Case No. 906, 9-19-68

PSC 70-1, Statutes and General Orders, filed 7-9-70

PSC 77-1, Amendments to Second Revised General Order No. 5 and Second Revised General Order No. 6, filed 4-4-77

General Order No. 32, In the Matter of an Interim Policy Governing the Disconnection of Utility Service to, filed 11-22-77

General Order No. 32-A, Rules Governing Discontinuance of Utility Service for Non-Payment of Past Due Utility Charges, filed 3-1-79

General Order No. 34, Rules and Regulations Governing Residential Customer Services by Gas, Electric and Rural Electric Cooperative Utilities, NMPUC Case No. 1504, filed 11-9-79

NMPSC Rule 410, Residential Customer Service by Gas, Electric, and Rural Electric Cooperatives, Case No. 2086, filed 6-30-88; A, Case No. 2232, filed 12-22-88; A, Case No. 2308, filed 5-7-90; A, Case No. 2396, filed 8-9-91

NMPUC Rule 410, Residential Customer Service by Gas, Electric, and Rural Electric Cooperatives, Case No. 2506, filed 10-4-93

History of repealed material:

General Order No. 32, In the Matter of an Interim Policy Governing the Disconnection of Utility Service to – Repealed, 8-9-88

General Order No. 32-A, Rules Governing Discontinuance of Utility Service for Non-Payment of Past Due Utility Charges – Repealed, 3-23-87