

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.

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REGULATION
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ADVICE NOTICE NO. 53


ERNESTO GONZALES, General Manager

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL ~~Rules and Regulations~~
CANCELLING N.M.P.S.C. SHEET NO. 110

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RULE & REGULATION NO. 1.0

- 1.1 The Rules and Regulations contained herein are a part of the tariff of this utility.
- 1.2 The Rules and Regulations, in accordance with law, are on file with the New Mexico Public Service Commission, Santa Fe, New Mexico 87501.
- 1.3 All rate schedules are subject to the terms and conditions set forth in the Rules and Regulations.
- 1.4 In case of conflict between any rate schedule and the Rules and Regulations, the rate schedule shall apply.
- 1.5 In case of conflict between the Rules and Regulations of the New Mexico Public Service Commission, the Rules and Regulations of the Commission shall apply.
- 1.6 Copies of the Rules and Regulations shall be available to consumers at the utility's principal offices in Hernandez, Cuba and Jemez Springs, New Mexico.

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SEP 29 1985

BY Operation of law
APPROVED
NEW MEXICO PUBLIC SERVICE COMMISSION

Advice No. 27

Robert Garcia
Robert Garcia, General Manager

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL ~~RULES & REGULATIONS~~ *2*
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RULE & REGULATION NO. 2.0

DEFINITIONS

2.1 Consumers:

1. Consumer - Any individual, partnership, association, firm, governmental agency, public or private corporation, utilizing electric service provided by the utility.
2. Type of Consumers - Consumers shall be classified in relation to the period the utility is required to render service.

Permanent Consumer - is a consumer who is expected to utilize electric service for a minimum of 5 years.

Temporary Consumer - is a consumer who will utilize power over a known period of time, but generally less than 5 years.

Special Consumer - is a consumer who may utilize service for any given period, but due to his electrical and loading characteristics may require special consideration adapted to the situation.

3. Consumer Classification - A group of electric consumers with similar electrical or load characteristics comprise a consumer classification and tariffs are designed to meet the characteristics of such classifications.

2.2 Electric Service

1. Point of Delivery - The utility's point of delivery to a consumer shall be at the termination of the service conductor from the transformer or secondary distribution system to the point of attachment on the consumer's premises.
2. Point of Attachment - The consumer shall provide the point of attachment to receive the utility's service conductor upon his premises.

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2.2 Electric Service: (continued)

3. Service Entrance - The consumer shall furnish all service entrance equipment and apparatus (meter loop) to receive the utility's service conductor at the point of delivery.
4. Service leads - The service lead is the conductor within the service entrance apparatus extended to be connected to the utility's service conductor.
5. Connection - Is the mechanical connection of the utility's service conductor to the consumer's service leads. All connections at the point of delivery shall be performed by the utility.
6. Consumer's Electric Facilities - The consumer shall install and own all electrical equipment, apparatus, wiring, and facilities upon his premises beyond the point of delivery.
7. Meter Base - Is the apparatus required to receive the utility's meter and/or equipment, contained in the service entrance, and shall be furnished by the consumer.

2.3 Electrical Terms:

1. Ampere - A unit in the measure of electric current or the rate of flow of electricity, and measured by a suitable instrument (Amp-Meter).
2. Volt - A unit of electric force or pressure, and may be measured by a suitable instrument (Volt-Meter).
3. Watt - A small unit of power.
4. Kilowatt - 1000 watts, a term used to describe the size of equipment or the load (demand) which the equipment imposes on an electric system.
5. Kilowatthour - A unit of electric energy measured by a kilowatthour meter. Kilowatts X hours used = kilowatthours.
6. Kilovolt-Ampere - (kVA) The instantaneous quantity of electric capacity delivered, and is equal to 1000 Voltamperes. The unit

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2.3 Electrical Terms: (continued)

of this "apparent" electric power is the Kilovolt-Ampere.

7. Reactive Kilovolt-Ampere - The inactive component of apparent electric power, the kilowatt is the active component. Termed Kilovar (KVAR).
8. Power Factor - Is the ratio of "apparent" electric power (kVA) to the actual or "real" power (kW).

$$\text{Ratio: } \frac{\text{Real Power in kW}}{\text{Apparent Power in kVA}}$$

9. Load Factor - Is a percentage of the maximum possible use of the demand.

$$\frac{\text{kWH used X 100}}{\text{kW X 8760}} = \text{Annual Load Factor}$$

$$\frac{\text{kWH used X 100}}{\text{kW X 730}} = \text{Monthly Load Factor}$$

10. kW Load - The kilowatts supplied during any 15 minute period of maximum use within a current month.
11. Connected Load - A total of the rate capacities of energy consuming equipment.
12. Horsepower - One horsepower is the equivalent of 746 Watts.

2.4 Working Hours:

1. Duty Hours - Shall be from 8:00 A.M. to 4:30 P.M., Monday through Friday.
2. Off Duty Hours - Shall be from 4:30 P.M. to 8:00 A.M., Monday through Friday.

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2.4 Working Hours: (continued)

3. Special Duty Hours - Shall be all hours on Saturday, Sunday and approved holidays.

2.5 Billing Terms:

1. Month - The period of approximately 30 days (730 hours).
2. Minimum Monthly Charge - Is the minimum dollar amount the consumer is committed to pay the utility for electric service or for other services rendered within a thirty (30) day cycle.
3. Billing Cycle - A period of approximately one month, and may begin at any day within a month and end thirty (30) days later.
4. Net Bill - Is the dollar value for kilowatthours in accordance with the applicable rate schedule.
5. Fuel and Purchased Power Adjustments - Increased charges to the utility by a wholesale power supplier.

2.6 Miscellaneous:

1. False Call for Service - Is a situation where the consumer calls the utility to restore electric service, only to find, the electric fault is within the consumer's electric system.
2. Trip Charges - Trip charges are based upon a charge per mile traveled. Mileage charges will be based upon the most direct route from the home base of the service crew or unit to the consumer's premises.

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RULE & REGULATION NO. 3.0

UTILITY SERVICE AREA

- 3.1 The utility service area encompasses the urban and rural areas along existing lines and electric facilities within the counties: Rio Arriba, Santa Fe, Sandoval, San Juan, McKinley, New Mexico.

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RULE & REGULATION NO. 4.0

UTILITY RESPONSIBILITY

- 4.1 Electric Service - The Utility will use reasonable diligence, under standard utility practices, to provide the consumer with central station electric service.
- 4.2 Operations - The utility shall provide all work, services, and operational requirements upon the primary and distribution electric facilities, in accordance with the Rules and Regulations, up to the point of delivery at the consumer's premises.
- 4.3 Consumer Premises - The utility shall not be required to provide or maintain electric facilities owned by the consumer beyond the point of delivery, except in special cases where the utility may own and operate electric facilities beyond the point of delivery (ie: Security Lights).
- 4.4 Metering - The utility shall own, furnish, and maintain all metering apparatus and devices.
- 4.5 Connection of Electric Service - The utility shall connect, disconnect, and provide all work and materials required at the point of delivery of electric service. Exception - The consumer may be required to furnish special or unusual connection devices to the utility for connection of electric service.
- 4.6 New Electric Service - The Utility shall provide a new electric consumer with a cost estimate, rates, Rules and Regulations, and copies of agreements between the utility and the consumer.

The utility shall make a reasonable effort to inform the consumer of his responsibilities under standard utility practices, and contractual obligations to the utility.

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RULE & REGULATION NO. 5.0

CONSUMER RESPONSIBILITY

- 5.1 Application - Agreement for Electric Service - Any person, firm, association, corporation, or body politic located within the utility service area shall make application and execute an agreement for electric service at the principal or sub-offices maintained by the utility.
- 5.2 Consumer Electrical Requirements - The consumer shall specify his electrical requirements to the utility.
- 5.3 Consumer Service Entrance - The consumer shall install and maintain the service entrance equipment (meter loop) including the meter socket, and other apparatus necessary to the utility to provide electric service. The consumer shall provide the attachment location for such service entrance equipment at no cost to the utility.
- 5.4. Outage Reporting - The consumer shall be responsible to report service interruptions on his premises to the utility.
- 5.5 Codes - The consumer shall meet all conditions specified in the national, state and local codes in accordance with law.
- 5.6 Electric Equipment - The consumer is responsible for the electrical protection of his apparatus or equipment beyond the point of delivery.
- 5.7 Unusual Equipment - Consumer will not utilize his electric service for unusual equipment which may, due to the equipment electrical characteristics, create service or operating problems to the utility.
- 5.8 Unauthorized Equipment Attachments - The consumer shall not install, operate, or allow unauthorized equipment to be installed upon his premises, nor shall the utility be liable for damages resulting from the use of such equipment.

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- 5.9 Resale of Electric Energy - The consumer shall not resell electric energy to any other consumer.
- 5.10 Joint Use of Electric Facilities - The consumer shall not install wiring or attachments to any part of the utility electric system. No other attachments or use is permissible unless authorized by the utility.
- 5.11 Easements - The consumer will provide the necessary easements and documents related thereto on his premises required by the utility to deliver service, and shall assist in acquiring easements from adjacent owner without charge to the utility. The consumer shall provide ingress and egress to the consumer's premises by duly authorized utility personnel.
- 5.12 Service Extensions - The consumer shall not extend electric service facilities to adjacent property without written consent of the utility.
- 5.13 Consumer Discontinuance of Electric Service - The consumer is required to notify the utility, in writing, a minimum of 3 working days prior to the intent to terminate electric service. Failure to do so does not relieve the consumer from unauthorized use of power by others or unknowns.
- 5.14 Meter Reading - The consumer may be required to read his meter or meters each month.
- 5.15 Motor Horsepower Limitations - The consumer shall not place single phase motors in excess of 10 horsepower on the electric system without written permission of the utility.
- The utility may require the consumer to provide reduced voltage starting equipment.
- 5.16 Intermittent Service - If the consumer's use of electric service creates intermittent or violent power fluctuations, the utility may require the consumer to correct such a condition.
- 5.17 Power Factor - The utility may require the consumer to maintain a power factor of at least 90% lagging.

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- 5.18 Interconnections - The consumer will not use other sources of electricity or power in conjunction with the utility electric service without written permission from the utility.
- 5.19 Electrical Protection of Service and Equipment - The consumer will be solely responsible for the electrical and mechanical protection of equipment owned and operated by him.

The utility will provide engineeringly sound electrical protection to the point of delivery. The utility and consumer will coordinate the electrical and mechanical protection to both electric systems.

The utility does not assume the duty of inspecting the consumer's electrical system and/or equipment, but retains the right to do so if the need is indicated. If conditions detrimental to the utility system or publicly unsafe conditions are found, the utility may temporarily disconnect the electric service until such conditions are corrected.

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RULE & REGULATION NO. 6.0
UTILITY ELECTRIC CODE

- 6.1 Utility Code - The utility may from time to time develop electric codes necessary to the improvement of service or the safety and welfare of the public.
- 6.2 Approval - The utility will file in the utility's Rules and Regulations any codes imposed upon the public with the New Mexico Public Service Commission prior to imposing such codes upon a consumer.
- 6.3 Authority - The utility recognizes the national, state, and/or local codes and the statutory authority for their enforcement. The consumer shall be bound by such authority.
- 6.4 Utility Electric Code - The utility shall require the following conditions for electric service:
1. Consumers will furnish the meter loop, or service entrance facilities, including the meter housing or base.
 2. The consumer shall install appropriate contact apparatus to accept the utility's electric service. All mast risers will be a 2" rigid conduit as a minimum and of sufficient strength to support service.
 3. The meter base will be located not less than five (5) feet or more than six (6) feet from the ground or standing position from which it is to be read.
 4. Meter pole must be a minimum of 25 feet in over all length.*
 5. Must be a minimum of "Class 6" pole.
 6. Must be pressure creosote or pressure penta treated pole.
 7. Must be set a minimum of five and one-half (5 1/2) feet in depth for 25 foot pole.

8. Must have any eye bolt 6" below top of pole.

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6.4 Utility Electric Code - (continued)

9. The weatheread shall be located not more than 12" below eye bolt or place of service attachment.
10. The meter loop shall be installed in such manner as to pass inspection by the State Electrical Inspector.
11. Must have a pole ground of not less than #6 solid copper extending from top of pole to a point where it can be connected to the service ground which shall also be of not less than #6 solid copper.
12. The contact to a building shall not be less than ten (10) feet from ground level.*
13. The meter location shall be outside of buildings and accessible to meter readers.
14. All temporary construction meter poles shall be of sufficient length and size to give adequate clearance for construction equipment and the strength to support the power company service. Meter poles shall be located so as to cause the least interference as possible by construction equipment. The power company reserves the right to refuse to connect any temporary poles it feels does not meet the above requirements. The location of the meter loops should be such that the service may be utilized in the permanent installation of service if possible.
15. The utility will not contact a trailer house or mobile home.
16. The utility is prohibited, by regulations, from connecting to the consumer's service leads until a certificate of inspection has been received from the proper authority.
17. The consumer may not contact or utilize the utility distribution facilities except by contract.

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6.4 Utility Electric Code (continued)

18. The utility reserves the right to approve a consumer's complete electric system and to determine if all conditions of code, safety, and the design of facilities being served have no detrimental effects upon the utility service.

*If unusual circumstances exist which may pose a ground clearance problem and is evident to the electrician, it will be necessary for the electrician to contact Jemez Mountains Electric before proceeding.

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RULE & REGULATION NO. 7.0

RATE ADMINISTRATION

- 7.1 Rate Classification - The utility will determine and select the proper rate classification and schedule for the consumer. If a consumer disagrees with such selection, he can request a decision from the Board of Trustees or resort to a formal complaint before the New Mexico Public Service Commission.
- 7.2 Consumer Classifications - The general terminology of consumer classifications (ie: Residential, Small Commercial, Large Commercial, etc.) shall not be the basis for rate classification. Consumers requiring less than 50 kVA of transformer capacity, and consumers requiring 50 kVA or more kVA or transformer capacity shall be the determining criteria for rate classification.
- 7.3 Official Rates - The rates of the utility shall be on file with the New Mexico Public Service Commission, Marian Hall, 124 E. Palace Ave., Santa Fe, New Mexico 87501.
- All rates shall be available for consumer review and inspection at the utility's principal or sub-offices throughout the service area.
- 7.4 Metered Service - The utility shall provide one metered service, and shall not combine or extend electric service or facilities to an alternate or separate location beyond the point of delivery.
- 7.5 Conjunctive Billing - The utility will not totalize meter readings and bill under one rate classification.
- 7.6 Combined Rate and/or Consumer Classifications - Where the consumer requires the combining of electric service, Rule and Regulation No. 7.2 shall apply.

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RULE & REGULATION NO. 8.0

CHARACTERISTICS OF ELECTRIC SERVICE

- 8.1 Electric Service - Shall be supplied by the utility as alternating current, 60 Hertz, at available secondary voltages to the point of delivery at the consumer's premises.
- 8.2 Secondary Voltages - The utility will furnish single or three phase electric service at standard secondary voltages, as follows:
- Single Phase - 120/240 Volt, 3 wire service
 - Three Phase - 240 or 480 Volt, 3 wire service
 - Combination - 120/240, 4 wire service; 120/208, 4 wire service; 277/480, 4 wire service
- 8.3 Primary Voltages - Transmission or distribution voltages used to transmit power are not available for consumer utilization except in exceptional cases.

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RULE & REGULATION NO. 9.0

TYPE OF ELECTRIC SERVICE

- 9.1 Standard Electric Service - Electric service shall be available to all classes of electric consumers within the utility's service area under the terms and conditions set forth in the utility's rules and regulations.
- 9.2 Special Electric Service - Electric service incorporating special conditions not normally allowed or provided for in standard electric service:
1. Seasonal Service - Seasonal service is where the consumer requires and utilizes electric service to specific and identified periods within a year.

Seasonal service shall be in accordance with the applicable rate schedule provided the rate schedule provides for annual and/or seasonal billing.

Seasonal service minimum charges shall be paid in advance each year and shall be in accordance with the utility's Service Extension Policy.

Seasonal service may or may not be connected on a year around basis, in which case, the service charges applicable will be assessed in accordance with these Rules and Regulations.

2. Temporary Service - Is where the utility renders service to be used for a specified time with full knowledge the service will be retired upon the completion of the work or project.

Temporary service will be rendered provided the consumer agrees to pay in advance the total "up and down" costs, less salvaged material prior to construction.

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9.2 Special Electric Service - (Continued)

Energy charges shall be under the applicable rate schedule and the terms and conditions of the utility's Rules and Regulations.

3. Stand-by Services - In situations where a consumer wishes the utility to provide stand-by or supplemental services at an on-call basis, he will be classified as a special type of consumer and a special contract agreement will be negotiated.
4. Unclassified Services - All special services will be negotiated with the consumer and provided if mutual consent of both parties can be accomplished.
5. Idle Services - Idle services are services disconnected but the electric facilities remain in place.

The utility maintains the right to remove, at its convenience, any such idle electric facilities unless the consumer agrees to pay a monthly minimum charge based upon the fixed charges of depreciation, taxes, interest, or other in relation to the cost of service established under the applicable rate classification. If the investment cost is known and higher, the idle service charge will be determined and charged.

The rebuilding of electric service to locations previously having service shall be in accordance with Rule and Regulation No. 12 - Extension Policy.

9.3 Trailer Court Service:

1. A trailer court is where trailer(s) are located on a property owned by a single property owner, partnership, or corporation, for commercial rental purposes.
2. The utility will meter each tenant individually within the trailer court area.
3. The utility will not conjunctively (totalize) bill a trailer court operator.

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- 9.4 Trailer Home Services - The utility will provide electric service to a single (one) trailer home in accordance with these Rules and Regulations and the utility's extension policy.
- 9.5 Sub-Classification of Electric Service - A group of consumers of like electrical characteristics may be sub-classed within the general classifications of less than 50kVA, or 50 kVA or more of transformer capacity. If such classes are established by the utility, each consumer shall be metered, rated, and treated equitably within the sub-classification.

If demand meter is used on one consumer within a sub-class, then all consumers shall be demand metered.

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RULE & REGULATION NO.10.0

METER ADMINISTRATION

- 10.1 Metering Equipment and Apparatus - The utility shall furnish, own, and maintain all metering equipment and apparatus; except meter bases for self contained meters, which will be furnished by the consumer.
- 10.2 Meter Reading - The utility shall read all meters, except in cases where cost constraints exist, the utility may request the consumer to read his own meter.
- 10.3 Meter Testing - A consumer may request a meter test at any time provided the consumer agrees to the terms and conditions set forth in these Rules and Regulations and executes and signs the regular meter test form.

The consumer may be present during the meter testing procedures, and the utility will give reasonable notice as to the day and time the meter is to be picked up from the consumer's premises, and the place of test.

A meter must test within $\pm 2\%$ of 100% accurate. Meters testing inaccurate will be adjusted in accordance with New Mexico Public Service Commission General Order No. 5. Charges for meter testing are specified in Rule and Regulation No. 13.

If the consumer does not wish to be present during the testing procedures, the utility will provide the consumer with a report of the results.

The Rules and Regulations will be in accordance with General Order No. 5, New Mexico Public Service Commission in matters governing meter administration.

- 10.4 Meter Reading Estimates - Will from time to time be required due to

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10.4 Meter Reading Estimates - (continued)

situations beyond the control of the consumer and the utility.

In this event, the utility will estimate the kilowatts of demand and kilowatthours of energy consumed the same as the previous month's usage.

The 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.

The utility may not render a bill based on estimated usage to a residential customer, other than a seasonally billed customer unless: (1) the utility is unable to obtain access to the residential customer's premises through no fault of its own for the purpose of reading the meter or in situations where the residential customer makes reading the meter unnecessarily difficult, (2) a meter is defective or has been evidently tampered with or bypassed, or (3) 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.

Notwithstanding the provisions of paragraph (b) of Subsection 2.6, GO #34, a utility may not render a bill based on estimated usage for more than two 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.

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

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APPROVED
NEW MEXICO PUBLIC SERVICE COMMISSION

Advice No. 27

Robert Garcia
Robert Garcia, General Manager

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL ~~TRIAL~~ ^{RULES 10} OF CONSENTS
CANCELLING N.M.P.S.C. SHEET NO. 119

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10.4 Meter Reading Estimates (continued)

If the 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.

Upon request, the utility shall explain to any residential customer how to read and report electric usage. Upon an agreement between a residential customer and the utility, a residential customer may read and report the electric 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, the utility shall obtain an actual meter reading of residential customer usage in order to verify the accuracy of readings reported in this manner. This rule shall not prevent the utility from reading meters on a regular basis.

The utility may provide meter reading cards to some consumers for a monthly reading of these electric meters.

Notwithstanding Sections 2.6B and C, of GO #34, the utility may estimate a billing in the event a residential customer fails to timely and accurately report the self-reading.

10.5 Meter/Service Entrance Facilities - The consumer shall furnish all apparatus and equipment within the service entrance facilities, except the utility shall furnish the meter to be installed in the consumer's meter base.

10.6 Temporary Metering - The consumer, or the consumer's electrical contractor, shall furnish all temporary facilities required for temporary metering of an electric service.

The utility will provide and install the meter in temporary service installations.

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FOR _____ ON

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BY Operation of Law
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NEW MEXICO PUBLIC SERVICE COMMISSION

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Robert Garcia
Robert Garcia, General Manager

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL ~~TITLE~~ *Rule No. 11* OF CONTENTS
CANCELLING N.M.P.S.C. SHEET NO. 174

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RULE & REGULATION NO. 11.0

CONSUMER ADMINISTRATION

- 11.1 General - The consumer, upon receiving electric service, and the utility shall be required to conform and adhere to the cooperative bylaws, and the rates, schedules and Rules and Regulations filed and approved by the New Mexico Public Service Commission.
- 11.2 Administrative Procedures - The consumer and the utility shall conform to the following administrative procedures:
1. Billing and Collection - The monthly billing cycle shall be for a thirty (30) day period. The annual billing cycle shall be twelve (12) monthly billing cycles. All billing cycles shall be within a calendar year period as recognized by standard accounting practice.
 2. Utility Billings - Shall be posted in the U. S. Mail on or about ten (10) days from the end of the billing cycle.
 3. Consumer Payments - The net amount shown on the utility billing to the consumer is due and payable on or before twenty (20) days from the date of the original billing.
 4. Delinquent Payments - Consumer payments not received by the utility ~~on or before~~ twenty (20) days from the date of the original bill shall be delinquent.
 5. Disconnection of Service - The utility may discontinue electric service fifteen (15) days from the date the account becomes delinquent.
 6. Reconnection of Service - The utility shall restore discontinued electric service upon full payment of all authorized charges due the utility.
- 11.3 Consumer Deposits - To secure payment of electric bills, the utility may require the consumer to provide deposits as specified in Rule and Regulation No. 13. The utility may require the deposit or guarantee, except

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11.3 Consumer Deposits - (continued)

in the case of (1) to a residential customer who has not previously had utility service with that utility and who has not established an acceptable credit rating, (2) to a chronically delinquent residential customer of that utility, (3) as a condition for reconnection of service following discontinuance of service by the utility and, (4) 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.

Deposits, when required, will accrue interest at the rate of 9% per annum, and shall cease to draw interest on the date (1) it is returned or (2) a refund therefor is sent to the address appearing in the utility's records.

The amount of the deposit, together with accrued interest due shall be credited against amounts owing the utility or shall be refunded one year from the date hereof unless during the prior twelve (12) months a consumer's service has been disconnected for non-payment or has not paid a bill by the date that a subsequent bill is rendered on three or more occasions ("chronically delinquent"). If the amount exceeds the current bill by \$10 or more, a consumer may request a refund in the amount of the excess. If a consumer's deposit is ineligible for credit or refund on the first anniversary, the utility will review the consumer's account on each next succeeding anniversary and the amount of the deposit will be credited if it has not been chronically delinquent during the preceding year. A consumer may request a refund at any time after a year, which refund shall be paid if consumer's account has not been chronically delinquent during the prior year, or the utility may pay such refund in the absence of a request within a reasonable period of time.

11.4 Adjustment of Bills - Adjustments to errors in billing will be made for any reason, but specifically for the following reasons.

1. Meter creeps
2. Kilowatthours registration in excess of 2% average error determined by meter test.

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11.4 Adjustment of Bills (continued)

3. Demand registration in excess of 1% error in addition to errors allowed under New Mexico Public Service Commission General Order No. 5, Section 41.
4. Failure of meter or equipment.
5. Improper installation, testing or inspection of equipment.
6. Improper application of rate schedule.

Adjustments shall be made in accordance with the New Mexico Public Service Commission General Order No. 22.

1. No billing will be adjusted for kilowatthour or demand usage unless justified by a meter test.
2. Other disputes about bills will be settled according to the written rules and regulations or by reference to the terms of the applicable rate schedule.

11.5 Refunds - Refunds to a consumer may be paid in cash or credited to a consumer's future billing.

11.6 Customer Complaints - Concerning charges, practices, or service of the utility shall be investigated, corrected and adjusted immediately.

11.7 Discontinuance of Electric Service - The utility may discontinue electric service in accordance with N.M.P.S.C. General Order No. 34.

Any suspension or discontinuance of service shall not terminate or reduce the terms and conditions of contract between the utility and the consumer.

If service is discontinued under this rule, the consumer will be charged a fee for the utility's cost of disconnect, reconnect, adjustments for energy or damages prior to the restoration of electric service, per Rule No. 13.0.

11.8 Notices to Consumers - Notices relating to consumer administration will be given by written notice, hand delivered; or by deposit in the U.S. Postal Service, or oral notice in person, or on the telephone.

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ORIGINAL ~~REPRODUCTION~~
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- 11.9 Advance Notice - Will be given to a consumer at least seven (7) days prior to action taken by the utility, except in cases outlined herein where the utility may take action "without notice".
- 11.10 Consumer Credit Ratings and Alternatives - A consumer, upon the application for service, may be required to prove financial responsibility.

An acceptable credit rating may be established in any reasonable manner, including the means set as follows:

- 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 year.
 3. Has an adequate regular source of income.
 4. Can provide adequate credit reference 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.

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BY *Operation of law*
NEW MEXICO PUBLIC UTILITIES COMMISSION

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ORIGINAL ~~PLANS~~ COMMENTS
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11.11 Budget Payment Plan - The utility shall offer a budget payment plan to its residential customers. Such plans must contain the following provisions at a minimum.

- A. The budget payment plan shall provide the residential customer with a method of levelizing 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 services or who has entered into, and is complying with a settlement agreement, at any time of the year, without regard to the residential customer's length of service by 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.
- C. In determining one 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 customer, of 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, so long as the methodology is consistently applied.

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MEMORANDUM
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11.11 Budget Payment Plan (continued)

- E. The specific methodology of the plan shall be non-discriminatory.
- D. The Budget Payment Plan will read as follows:

Account Number: _____

We have completed the review of your account to determine your Budget Payment Plan amount as you requested. Based on this review, your monthly budget payment amount will be \$ _____.

This agreed upon budget payment amount should be paid on or before the due date of the bill.

Based on your usage pattern for the past twelve (12) months, we estimate your total bill for the next twelve (12) months will be \$ _____. This amount has been divided by twelve to arrive at your monthly budget payment amount for the Plan Year.

Should changing conditions require a change of your monthly budget payment amount during the Plan Year, you will be advised of the new payment amount prior to the first monthly billing period it becomes effective.

You will continue to receive a regular bill each month during the coming year. This bill will show your actual consumption and the regular billing amount for the current month. The balance in your account, before the current month's usage and the current month budget payment amount, will be shown either as a credit, if the accumulated payments are greater than the regular billing, or as an arrear, if the accumulated payments are less than the regular billing amounts.

Any difference between the amount of your actual bills for the period _____ through _____, and the amount that you have paid while on the Plan, will be due and payable by the due date of your _____ billing. Credit balances will be considered in establishing the budget amount for next Plan Year.

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Robert Garcia, General Manager

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11.11 Budget Payment Plan (continued)

Monthly budget payment amounts are due as of the due date each month just as your regular electric bill has been. Failure to make your payments as due could result in termination of the Plan during the year. If this becomes necessary, any balance due to the cooperative will be due and payable at that time. Balances not so paid will subject you to the normal termination procedures for unpaid electrical balances.

I (We) accept the Budget Payment Plan as indicated above.

Signed: _____

Signed: _____

Witness: _____

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Robert Garcia

Robert Garcia, General Manager

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FOR _____ SERVICE _____ ON

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NEW MEXICO PUBLIC SERVICE COMPANY

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
SECOND REVISED RULE NO. 12
CANCELING FIRST REVISED RULE NO. 12

NEW MEXICO
PUBLIC
REGULATION
COMMISSION

LINE EXTENSION POLICY
(X-Numerous Changes)

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APPLICABILITY:

This policy is applicable to all of the Cooperative's consumers.

FEASIBILITY:

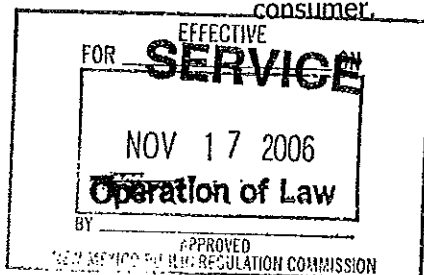
The Cooperative shall not be required to make an extension or provide facilities that would cause a financial hardship on the Cooperative or its consumers.

The Cooperative reserves the right to limit new or additional power service commensurate with the available capacity in production, transmission, distribution and substation facilities. In all cases, where such existing facilities are limited, the Cooperative will require a written contract for a suitable initial contract period which will justify and support the necessary investment required to render such power service.

DEFINITIONS:

The following terms shall have the following meaning for the purposes of this policy.

1. Contribution in Aid of Construction – a payment to the Cooperative for a line extension made prior to the start of work on a project and based on cost and is not subject to refund.
2. Line Extension – the addition to, or modification of, the Cooperative's electric distribution system, for the purpose of providing electric service to a consumer or group of consumers.
3. Minimum Line Extension – the minimum line extension is designed solely to meet the needs of the consumer requesting service, and is consistent with Cooperative industry design and safety standards. In its design and engineering of electrical systems, the Cooperative shall take into account system needs for expansion and area-wide service. Sound engineering and economic considerations may require systems to be designed and built which exceed the needs of the Consumer requesting service. Proration of engineering and system cost will be made to reasonably identify and assign such costs to the Consumer. The Cooperative shall bear the costs of electrical system work done for the sake of area-wide system improvement. "Area-wide service, or system improvement" shall be construed to mean any service or system capacity beyond what is specifically required for the particular consumer in question. The Consumer will pay for that part of the distribution system which is necessary for the specific needs of the consumer.



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JERRY MASCARENAS, General Manager

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
SECOND REVISED RULE NO. 12
CANCELING FIRST REVISED RULE NO. 12

LINE EXTENSION POLICY
(X-Numerous Changes)

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DEFINITIONS: (Continued)

4. Permanent Service – electric service to installations where the amount of use and permanency of service can, in the opinion of the Cooperative, be reasonably assured. The applicant for service shall own, or have a long-term right to occupy the property on which the installation is located.

All trailers and mobile homes are considered to be temporary in nature except when the trailer or mobile home is placed on permanent foundation of concrete, rock or cinder block with mortar, or have a commercially drilled well that supplies potable water, and the wheels, axles, and tongue arrangement have been permanently removed.

5. Temporary Service – electric service to temporary, standby or special services and any other type of installation where the amount of use and the permanency of service cannot, in the opinion of the Cooperative, be reasonably determined.
6. Residential Subdivisions – a residential subdivision defined as a parcel of land within the Cooperative's service area, meeting the criteria for subdivision as defined in the New Mexico Statutes Annotated, 1978, Section 47-6-2, New Mexico Subdivision Act and which has the approval of the governing Zoning Authority.
7. Commercial/Industrial Developments – Commercial and industrial development, are apartment condominiums, office buildings, retail development, manufacturing facilities and all other facilities developed for the purpose of providing service or a product to the general public.
8. Mobile Home Parks – A mobile home park is any property where two (2) or more mobile homes, travel trailers or spaces are located for purposes of renting or leasing or as defined by the governing County Commission.
9. Line Class – one of four types of construction: single phase overhead; three phase overhead; single phase underground; three phase underground
10. Line Footage – the length of a line extension in feet, measured along the centerline of the construction route.

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CANCELING FIRST REVISED RULE NO. 12

LINE EXTENSION POLICY
(X-Numerous Changes)

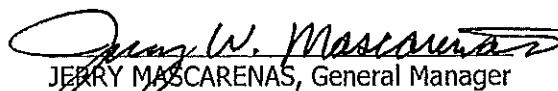
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GENERAL REQUIREMENTS:

In accordance with the New Mexico Public Regulation Commission Rule No. 410 (17.5.410.27 NMAC): The Cooperative will:

1. provide the applicant with a copy of the Cooperative's line extension policy and explain the content of such policy,
2. provide to such applicant a written estimate of the cost of the line extension, within thirty (30) days after an applicant has complied with all the reasonable utility requirements;
3. advise the applicant that if the applicant is not satisfied with the line extension proposal of the Cooperative, 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 applicant and authorized to conduct such reviews. Such personnel shall be in a position to modify the proposal (such as Director of Engineering and Operations, Staff Engineer, Assistant General Manager, or General Manager);
4. complete construction of the line extension within sixty (60) days after the applicant signs the Cooperative's line extension agreement, pays the contribution in aid of construction, and after the Cooperative has received or been furnished all applicable permits, rights-of-way, materials and labor necessary for the line extension, and the Cooperative has completed all necessary contractual obligations. The Cooperative 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. The Cooperative shall not be required to complete construction of the line extension within this time frame where *force majeure* conditions exist;
5. inform the applicant in writing of how the applicant'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 applicant shall be provided.

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GENERAL REQUIREMENTS: (Continued)

The Applicant shall:

1. submit a written application and sign a contract for service under this policy. The contract will include the period of service, character of service and details of the costs of construction, including material, labor and all other expenses necessary for the service extension. (No charge will be made for an overhead transformer (up to 25 KVA) and meter (residential only) but the installation charge will be included in the cost of construction),
2. provide all applicable permits, easements and rights-of-way necessary for the line extension. It shall be the responsibility of the applicant to provide or make arrangements for all necessary easements and/or rights-of-way at no cost to the Cooperative, including any permits for crossing State, Tribal or Federal lands. The Cooperative shall make reasonable efforts to assist in obtaining rights-of-way.

LINE EXTENSION CHARGE:

Residential Service:

Extensions to the Cooperative's distribution system will be made at no charge to the residential applicant when the estimated investment does not exceed a construction credit equal to the previous year-end total utility plant (Part E of RUS Form 7) divided by the previous December number of consumers and the result divided by 4. If the investment required to serve an applicant is in excess of the construction credit, the applicant shall pay to the Cooperative a contribution in aid of construction equal to the difference between the estimated cost of construction and the construction credit. When the project is finished and the Cooperative's accounting is closed (generally within 90 days), the Cooperative will adjust the consumer's contribution in aid of construction payment to the actual cost and any difference will be either refunded or billed as the case may be.

Temporary Services:

Where it is necessary for the Cooperative to provide temporary service, the applicant shall pay the total cost of construction as a non-refundable contribution, prior to the start of construction. The total cost of construction shall include the estimated cost of construction plus the cost of removal less salvage value of the materials used in the extension.

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LINE EXTENSION POLICY
(X-Numerous Changes)

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LINE EXTENSION CHARGE: (Continued)

Residential Subdivisions or Commercial/Industrial Developments:

The developer will be required to pay the total cost of the basic electric system required to serve the subdivision or land development. The basic system shall consist of all parts of the electric system, except for transformers and meters, which will be provided and owned by the Cooperative.

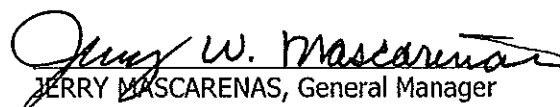
The developer, prior to the start of construction, shall pay a contribution in aid of construction for the total construction costs. When the project is finished and the Cooperative's accounting is closed (generally within 90 days), the Cooperative will adjust the consumer's contribution in aid of construction payment to the actual cost and any difference will be either refunded or billed as the case may be.

GENERAL CONDITIONS AND TERMS:

1. Line extensions made by the Cooperative shall be and remain permanently the property of the Cooperative.
2. All meters, including instrument transformers when necessary, shall be installed, owned, and maintained by the Cooperative.

The Cooperative reserves the right to require the consumer to furnish and install, at the consumer's expense, a suitable steel cabinet to house the Cooperative's equipment, and such cabinet shall be equipped so that it can be sealed by the Cooperative.
3. Where consumer desires service under voltage conditions other than those available by the Cooperative, any necessary transformer and accessory equipment required to supply the requested voltage shall be supplied, owned, and maintained by the Cooperative.
4. No overhead service shall be provided in established areas served by an underground system.
5. All underground conduits shall be installed and paid for by the consumer and owned and maintained by the Cooperative. Size of conduit will be determined by the Cooperative.

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GENERAL CONDITIONS AND TERMS: (Continued)

6. When the Cooperative is requested to (1) relocate its facilities and/or (2) convert from overhead to underground, for the benefit and/or convenience of a consumer(s), the consumer(s) shall reimburse the Cooperative for the total cost of the work to be performed prior to the commencement of construction

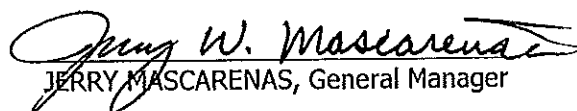
CONSUMER EQUIPMENT:

The consumer shall install motors or other apparatus which are not detrimental to the character of service supplied by the Cooperative. Motors causing voltage flickering during start-up or motors introducing harmonics to the Cooperative's distribution system shall be corrected by the consumer at the expense of the consumer.

BILLING:

The billing shall be in accordance with the applicable rate schedule or service contract.

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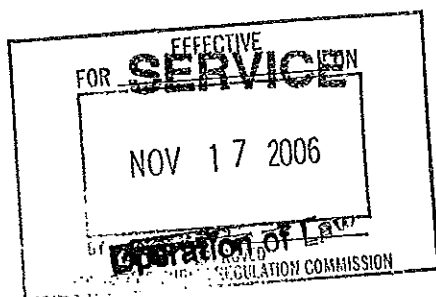
LINE EXTENSION POLICY
(X-Numerous Changes)

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PAYMENT PLAN OPTIONS

1. Standard Option: The consumer shall pay the construction cost (less construction credit) 10 days prior to the start of construction of the line extension.
2. Letter of Credit Option: The consumer shall sign a promissory note which shall be secured by an irrevocable standby letter of credit from a New Mexico financial institution. The note shall be due and payable one year following the agreement for extending service. The promissory note shall be the sum of 1) the unpaid balance of the construction cost and 2) a carrying charge.
3. 50/50 Payment Option: The consumer shall pay at least 50% of the construction costs (less construction credit) 10 days prior to the start of construction of the line extension. The remaining cost shall be due 30 days after energizing the electrical service. To be eligible for this option, the customer must be current in all accounts he or she may have with the Cooperative.
4. Monthly Payment Option: The consumer shall pay at least 50% of the construction cost (less construction credit) 10 days prior to the construction. The remaining balance shall be paid in monthly installments. Installments shall be calculated assuming 12 equal payments including a carrying charge. The carrying charge is calculated based on the previous year-end interest on long-term debt divided by the principal long-term debt outstanding times the balance remaining of the construction cost. This payment option is only available to a residential consumer and is limited to a maximum principal of \$2,500. To be eligible for this option, the residential consumer must be current in all accounts he may have with the Cooperative.

Note: The Cooperative has the right to check for a current credit rating for the consumer on options 2 thru 4.



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Jerry W. Mascarenas
JERRY MASCARENAS, General Manager

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL ~~RECORDS~~ **RULE 13.0**
CANCELLING N.M.P.S.C. SHEET NO. 122

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RULE & REGULATION NO. 13.0

DISCONTINUANCE OF SERVICE
RESIDENTIAL CUSTOMERS

13.1 At least 15 days before the cooperative proposes to discontinue service to a residential customer for non-payment of a delinquent account or for failure to post a security deposit or guarantee, the cooperative shall deliver to the affected residential customer, in person or by depositing in the U. S. mails, postage prepaid and addressed to the customer at his or her address as shown in the cooperative's records, notice (which shall also be translated into Spanish) stating:

"Dated: _____, 19__

To _____
Concerning service at _____, New Mexico _____

() Our records show that you owe \$ _____, 19__ to _____, 19__, and your last payment for utility charges was on _____, 19__ in the amount of \$ _____. Because of non-payment, this cooperative proposes to discontinue utility service to you at the address indicated above unless on or before _____, 19__, during regular business hours commencing at _____ o'clock A.M and closing at _____ o'clock P.M., the above amount owed is paid to the cooperative or you make other arrangements with the cooperative concerning payment of the charges, including arrangements for a budget payment plan or settlement agreement if eligible.

() Our records show that you have failed to post a security deposit, or guarantee, in the amount of \$ _____, which has been required as a condition of new or continued residential customer service.

Because of such failure, this cooperative proposes to discontinue utility service to you at the address indicated above

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Robert Garcia
Robert Garcia, General Manager

EFFECTIVE

FOR _____ SERVICE _____ CM

SEP 29 1935

BY Operation of Law
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NEW MEXICO PUBLIC SERVICE COMMISSION

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC. .
ORIGINAL ~~RECEIVED~~ COMPLAINTS
CANCELLING N.M.P.S.C. SHEET NO. 122

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13.1 Discontinuance of Service - Residential Customers (continued)

unless on or before _____, 19____, during regular business hours commencing at _____ o'clock A.M. and closing at _____ o'clock P.M., local time, the above security deposit or guarantee is furnished or you make other arrangements with the cooperative to furnish such security deposit or guarantee.

(Check and complete as applicable)

The New Mexico Public Service Commission ("NMPSC") has promulgated General Order No. 34 and the cooperative has adopted a statement of Residential Customer Rights and Responsibilities, both pertaining to this action and your rights and responsibilities regarding this notice, copies of which are available upon your request at the cooperative. For further information concerning General Order No. 34, you may contact the NMPSC at Marian Hall, 124 E. Palace Ave., Santa Fe, New Mexico 87501 or telephone 872-6940.

Cooperative personnel who are responsible for carrying out the rights specified in General Order No. 34 and this notice are:

<u>NAME</u>				
Pete L. Fresquez	Dir. of Admin. Services	Hernandez, NM	753-2105	
Levi A. Sanchez	Admin. Asst./Personnel Dir.	Hernandez, NM	753-2105	
Robert Garcia	General Manager	Hernandez, NM	753-2105	
Emery Maez	District Manager	Cuba, NM	289-3241	
Melecio Jaramillo	District Area Supervisor	Jemez Springs	829-3550	

Such personnel maintain offices, as designated above, and may be reached by telephoning, as above designated, or personally contacting during normal business hours (8:00 A.M. to 4:30 P.M., Monday through Friday).

If you pay that portion of the past due charges which is not in bona fide dispute, you can obtain a review by personnel of the cooperative of the portion of the charges which you do dispute.

Advice No. 27

Robert Garcia
Robert Garcia, General Manager

EFFECTIVE

FOR _____ SERVICE _____ ON _____

SEP 29 1985

BY *Operation of Law*

APPROVED *me*

NEW MEXICO PUBLIC SERVICE COMMISSION

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL ~~Rule No. 13~~ COMMENTS
CANCELLING N.M.P.S.C. SHEET NO. 122

Page 3 of 7

13.1 Discontinuance of Service - Residential Customers (continued)

You may file a complaint with the NMPSC in accordance with Revised General Order No. 1, if you disagree with the cooperative's determination concerning discontinuance of service.

The cooperative will not discontinue service to any residence where a seriously ill person or a person whose life may be endangered by discontinuance of service resides, if at least two (2) days prior to the proposed service discontinuance date indicated in this notice, the designated cooperative personnel receives a certificate, or a copy thereof, from a practitioner of the healing arts, on the form provided at the end of this notice or other suitable form, stating that discontinuance of service might endanger the person's life, and you demonstrate to the cooperative's designated personnel in writing, on the form provided at the end of this notice or other suitable form, that you do not have adequate financial resources to pay the utility charges when due, whether or not the accuracy of such charges are the subject of a bona fide dispute. If the service has been discontinued, the cooperative will re-establish service within twelve (12) hours of receipt of such forms properly executed. Such forms properly executed shall be adequate to delay discontinuance for at least thirty (30) days and, at the cooperative's option, the cooperative may delay discontinuance for up to one hundred twenty (120) days or for a longer period. The cooperative will promptly notify you in writing as to how long it deems the certification to be valid; provided, however, that should the circumstances on which the certification is based appear to have changed, the cooperative may require additional certification.

The cost of reconnection may not exceed the actual cost involved, but shall be no less than the minimum allowed in applicable tariffs, per Rule No. 13

() (Check and complete if applicable) Since during the prior twelve (12) months you have either been disconnected by the cooperative for non-payment or have not paid a bill by the date that a subsequent bill has been rendered on three or more occasions, the cooperative, as a condition of continued service, requires a security deposit or guarantee in the amount of \$ _____.

Advice No. 27

Robert Garcia
Robert Garcia, General Manager

EFFECTIVE
SERVICE

FOR _____ ON

SEP 29 1985

BY Operator's J Law
A.P.S.C.
NEW MEXICO PUBLIC SERVICE COMMISSION

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC. .
ORIGINAL ~~APPROVAL~~ **APPROVAL** COMMENTS
CANCELLING N.M.P.S.C. SHEET NO. 122

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13.1 Discontinuance of Service - Residential Customers (continued)

() (Check and complete if applicable) If your service is discontinued as a result of this notice and your failure to remedy the deficiency or exercise your rights, then the cooperative will require, as a condition of reconnection, a security deposit or guarantee in the amount of \$ _____.

If you are a recipient of public assistance, contact your case worker immediately.

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.

By _____

(Title)

Form for Healing Arts Practitioner

Date: _____, 19__

I, _____, certify that I am a practitioner of the healing arts as defined in Paragraph 2 of Subsection B of Section 59-18-19 NMSA 1978; that I am licensed as a _____ holding license number _____; THAT ON _____, 19__, I conducted an examination of the person of _____ who I am informed resides in a residence located at _____, New Mexico; that the aforesaid person is seriously ill or his or her life may be endangered by the discontinuance of electric service to that residence; and that the expected duration of that person's serious illness or life endangering situation is _____.

(Name)

New Mexico
(Address)

Advice No. 27

Robert Garcia
Robert Garcia, General Manager

EFFECTIVE

SERVICE

FOR _____ ON

SEP 29 1985

BY *Operator's & Law*

APPROVED

NEW MEXICO PUBLIC SERVICE COMMISSION

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL ~~CONFIDENTIAL~~
CANCELLING N.M.P.S.C. SHEET NO. 122

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13.1 Discontinuance of Service - Residential Customers (continued)

Form for Person Responsible for Utility Service Charges

Date: _____, 19__

I, _____, certify that I am the person responsible for the charges for electric service to the residence located at _____, New Mexico; that in that residence a person named _____, is residing; that said person is seriously ill or the life of said person may be endangered by discontinuance of service; that I have inquired of governmental or other agencies for assistance in paying the electric service charges and do not have the financial resources to pay the charges because of the following reasons: (insert estimated current income and expenses and estimated value of any assets in excess of liabilities and any other demonstration of lack of financial resources).

(Name)

_____, New Mexico
(Address)

- 13.2 The cooperative 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, in order to obtain payment of delinquent accounts. The employee personally contacting a residential customer two (2) days prior to discontinuance; and the employee sent to discontinue service, shall note any information which is made known to that employee by the residential customer regarding any resident's serious ill or life endangering health condition, such as whether a resident is physically disabled, frail or elderly. Such information shall be immediately reported in writing to a cooperative employee authorized to prevent discontinuance. That employee shall either delay the discontinuance order if it is apparent that the

EFFECTIVE

FOR _____ SERVICE _____ ON

SEP 29 1985

BY

Operation of Law
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NEW MEXICO PUBLIC SERVICE COMMISSION

Advice No. 27

Robert Garcia

Robert Garcia, General Manager

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL ~~Rules~~ COMMENTS
CANCELLING N.M.P.S.C. SHEET NO. 122

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13.2 Discontinuance of Service - Residential Customers (continued)

forms provided with the notice of discontinuance or other suitable forms will be received, or shall state in writing why such delay is not effected. The cooperative, and employees, noting of the information made known by the residential customer, acting upon such information or failing to act on such information in good faith, shall cause the cooperative and the employee to be held harmless for error made. The employee sent to discontinue service may receive payment of past due bills and upon receipt of payment, shall cancel the discontinuance order.

- 13.3. If the cooperative receives from a residential customer a written notice that he or she desires to participate in its third part notification program and designates a specific person, organization or governmental agency is ready, willing and able to assist the customer in the payment of his or her utility bills, the cooperative shall not discontinue service to that customer for non-payment of past due charges without (a) contacting the third party designated by telephone or in writing at least fifteen (15) days prior to the proposed discontinuance and (b) determining that such third party has not committed to assist payment of such charges within a reasonable period of time.

The cooperative shall request the monthly Enchantment magazine of the New Mexico Rural Electrification Association to publish notice of the availability of third party notification program to residential customers described in this paragraph and/or shall describe the availability of the program in its document approved pursuant to Section 4.3, General Order No. 34.

- 13.4. The manager, or his designated assistant (other than employee directly conducting credit activities) for such purpose and having authority to order appropriate correction action, shall review residential customer allegations that a proposed installment payment plan is unreasonable; that a charge is not due and owing; or that he/she has not violated an existing installment payment plan. The customer involved shall be given the opportunity to appear in person or submit written comments, together with any

EFFECTIVE

FOR _____ SERVICE _____ ON _____

SEP 29 1935

By Operation of Law
APPROVED
NEW MEXICO PUBLIC SERVICE COMMISSION

Advice No. 27

Robert Garcia
Robert Garcia, General Manager

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL *Rules 13*
CANCELLING N.M.P.S.C. SHEET NO. 122

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13.4 Discontinuance of Service - Residential Customers (continued)

supporting evidence, upon three (3) days written or telephonic notice. Such review shall stay the discontinuance of service until the review is completed. Provided however, this paragraph 13.4 is inapplicable if the residential customer has not paid the portion of a bill not in bona fide dispute or is ineligible for an installment payment plan, as the case may be, as provided in General Order No. 34.

13.5 Residential service shall not be disconnected less than twenty-four (24) hours prior to a holiday or weekend unless the cooperative's business office is open for receipt of payment of past due charges and personnel are available to restore such service upon payment during the holiday or weekend, and shall be discontinued only during the hours of from 8:00 A.M. to 3:00 P.M. on Monday through Thursday.

13.6 Notwithstanding any other provision, the cooperative may temporarily and without notice discontinue residential service for reasons of operation, maintenance, health, safety or a state of emergency.

13.7 Any notice, demand, or claim required or permitted to be personally delivered by the cooperative shall be deemed to have been delivered; by personal delivery or a copy to the affected customer; or, if the customer be absent at the residence affected, by delivery of a copy to some person of adult age residing therein; or, if no person be found willing to accept a copy, by posting a copy in the most public part of the affected residence.

Nothing herein shall be construed to relieve any customer from liability for proper utility service charges.

EFFECTIVE

FOR SERVICE ON

SEP 29 1985

BY

Operation's Law

NEW MEXICO PUBLIC SERVICE COMMISSION

Advice No. 27

Robert Garcia

Robert Garcia, General Manager

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.
ORIGINAL RULE NO. 14

INTERRUPTION OF SERVICE

2009 MAR 13 AM 10:19
REGULATORY
COMMISSION

Page 1 of 1

INTERRUPTION OF SERVICE:

The Utility will use reasonable diligence to furnish a regular and uninterrupted supply of energy. However, interruptions or partial interruptions may occur or service may be curtailed, become irregular, or fail as a result of causes beyond the control of the Utility, such as public enemies, accidents, strikes, legal processes, governmental restrictions, fuel shortages, breakdown or damages to generation, transmission, or distribution facilities of the Utility, repairs or changes in the Utility's transmission or distribution facilities, and, in such cases, the Utility will not be liable for damages.


EFFECTIVE

APR 13 2009

REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 53


ERNESTO GONZALES, General Manager