

PUBLIC SERVICE COMPANY OF NEW MEXICO  
ELECTRIC SERVICES

NOV 27 2013

13<sup>TH</sup> REVISED RULE NO. 8  
CANCELLING 12<sup>TH</sup> REVISED RULE NO. 8

BILLING AND PAYMENT STANDARDS

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I. POLICY

Bills for utility service will be rendered monthly unless otherwise provided for in PNM and/or NMPRC Rules. The billing period shall be construed to mean the period of time between two meter readings taken for billing purposes and shall cover a period of approximately thirty days.

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x  
x

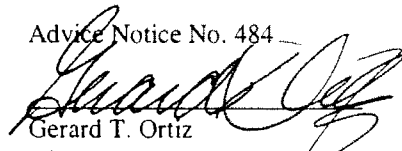
II. PROCEDURE

A. Readings will be made and bills rendered on, as nearly as practicable, the same day of the month for each cycle. This cycle is designated the "regular billing cycle." When the regular billing cycle is significantly changed for a particular Customer, the Customer shall be notified in advance.

B. Each bill shall include, but not be limited to, the following information:

1. The beginning and ending meter reading dates, or the number of days in the billing cycle, and the date of the ending meter reading;
2. Clear and conspicuous language identifying the bill as an estimated bill if the bill has been estimated by the Company;
3. The number and kind of units metered;
4. Any meter conversions from meter reading units to billing units;
5. Any meter multiplier constants used to determine billing;
6. The date the bill is due;
7. Any previous balance;
8. An identification of the applicable tariff schedule;
9. The amount due for electric usage rendered during the billing period by the Company;
10. The amount due for special services rendered during the billing period by the Company;

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Gerard T. Ortiz  
Vice President, PNM Regulatory Affairs

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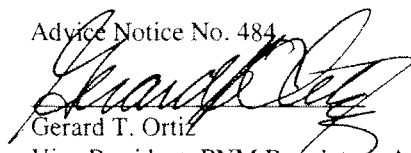
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11. The total amount due to the Company;
  12. Gross receipts taxes, and any other taxes, if not a part of the base rate;
  13. Any applicable late payment charge;
  14. The automatic adjustment clauses approved by the Commission in total and cost per unit basis, as applicable;
  15. Contact information of the Company, designating where the Customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided; and
  16. If the Customer is on a budget payment plan, a statement of:
    - (i) The actual charges for service incurred for the current billing period;
    - (ii) The budgeted amount due; and
    - (iii) The amount of the budget balance.
- C. Late Payment Charges will be added to a Customer's cycle bill if payment for any or all utility services rendered is not made within thirty (30) calendar days from the date the bill is rendered. The Company will apply an additional late payment charge as defined in the Company's NMPRC approved tariffs. Partial payment of amount due by a Customer is applied first to oldest bill, including other fees or charges assessed, if any, before any amount is applied to current bill.
- D. Special services will be designated on bills and any partial payment will first be credited to any utility charges.
- E. Whenever a Customer receives utility service at multiple locations, separate bill details shall be rendered for each location.
- F. In the event of the stoppage of, or the failure by, the meter to register the full amount of energy used, or inaccessibility of the meter, the Company will render a corrected bill to the affected Customer based

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upon the Customer's usage of energy and demand in a similar period of like use, in accordance with Commission Rules.

III. RESIDENTIAL SERVICE

A. Payment Requirements

1. All bills to Residential Customers shall be due and payable twenty (20) calendar days from the date of rendition. Any bill not paid after twenty (20) calendar days from rendition shall be deemed delinquent. If the bill is not paid fifteen (15) calendar days after it becomes delinquent, service is subject to discontinuation pursuant to the Company's Rules and Regulations governing discontinuance.
2. If the last day for payment falls on a Saturday, Sunday, a legal holiday, or any other day when the Company's offices are not open for business, the final payment date shall be deemed to be the next business day.
3. Any monies received in excess of the amount of a bill owing shall be credited immediately. If the excess is twenty five dollars (\$25) or more, the Residential Customer may request immediate refund or credit on subsequent billings. If the excess is less than twenty five dollars (\$25), credit will be given on subsequent billings. When the bill is being paid by a state or federal agency, any excess amounts will be carried on the account for payment of subsequent billings.
4. Bills rendered by the Company for periods of more than thirty-two (32) days shall be adjusted to reflect the application of the rate to the regular billing cycle.

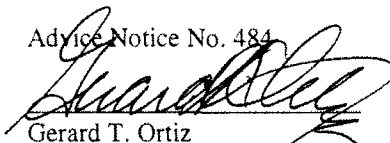
B. Settlement and Installment Agreements

Settlement and Installment agreements will be carried out in accordance with the requirements of 17.5.410 NMAC.

C. Estimated Bills

1. The Company shall not render an estimated bill for residential service unless:

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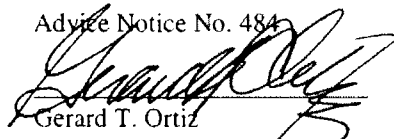
- a. The Company is unable to obtain access to the Residential Customer's premises through no fault of its own for the purpose of reading the meter or in situations where the Residential Customer makes reading the meter unnecessarily difficult;
  - b. A meter is defective or has been evidently tampered with or bypassed;
  - c. Weather conditions prohibit meter readings or where other extraordinary conditions exist. If the Company 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 reasonable 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; or
  - d. The Residential Customer is a participant in the meter reading program and, as required in the program, does not provide the meter reading by the scheduled monthly read date.
2. When an estimated reading is made, the estimate will be based on the usage pattern of that Residential Customer.
  3. The Company 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 Company.

D. Rural Customer Meter Reading Program

The Company has a Customer meter-reading program for designated Rural Customers. Rural Customers are those Customers who are outside incorporated city limits. The program requires Rural Customers designated by the Company to read their meters every other month. The Company will read the meter in alternating months, depending on the Rural Customer's cycle. The Rural Customer will read the meter during alternating months and record the meter reading on postpaid preaddressed cards provided by the Company. If the Rural Customer does not provide the meter reading by the scheduled monthly read date, the Company will estimate the Rural Customer's usage for that month.

E. Residential Customer Self-Meter Reading

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Upon request, the Company shall explain to any Residential Customer how to read and report energy usage. Upon agreement between a Residential Customer and the Company, the Company shall provide postpaid preaddressed cards to the Residential Customer. The Residential Customer shall accurately read and report the energy usage on a monthly and accurate basis. If the Residential Customer fails to provide the meter-reading, the Company will estimate the Residential Customer's energy usage for that month. At least annually, the Company shall obtain an actual meter reading of the Residential Customer's energy usage in order to verify the accuracy of readings reported in this manner. If the Residential Customer does not read his/her meter for three (3) consecutive months, the Company has the right to resume reading the meter until other appropriate arrangements can be made.

IV. NON-RESIDENTIAL SERVICE

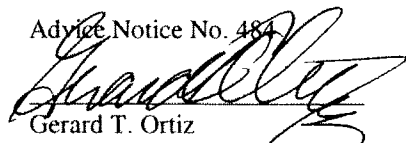
A. Payment Requirements

1. All bills to a Non-Residential Customer shall be due and payable within twenty (20) calendar days from the date of rendition. Any bill not paid after twenty (20) calendar days shall be deemed delinquent.
2. Bills will be rendered monthly to the Non-Residential Customer in accordance with the tariff schedule applicable to the Non-Residential Customer's service.
3. Bills rendered by the Company for periods of less than twenty-eight (28) or more than thirty-two (32) days shall be adjusted to reflect the application of the tariff schedule to the regular billing cycle.

B. Estimated Bills

1. The Company shall not render an estimated bill for Non-Residential service unless:
  - a. The Company is unable to obtain access to the Non-Residential Customer's premises through no fault of its own for the purpose of reading the meter or in situations where the Non-Residential Customer makes reading the meter unnecessarily difficult;
  - b. A meter is defective or has been evidently tampered with or bypassed;

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- c. Weather conditions prohibit meter readings or where other extraordinary conditions exist. If the Company is unable to obtain an actual meter reading for these reasons, it shall attempt to contact the Non-Residential Customer and attempt to obtain access to the premises or it shall undertake reasonable practical alternatives to obtain a meter reading.
2. When an estimated reading is made, the estimate will be based on the usage pattern of that Non-Residential Customer.
3. The Company 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 Non-Residential Customer and the Company.

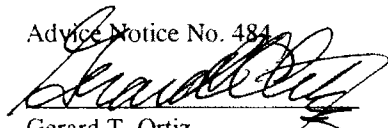
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