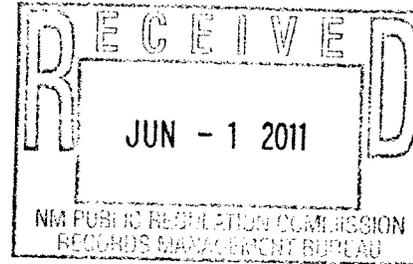


PUBLIC SERVICE COMPANY OF NEW MEXICO
ELECTRIC SERVICES

3RD REVISED RULE NO. 9
CANCELING 2ND REVISED RULE NO. 9



BILLING DISPUTES

PAGE 1 OF 2

A. Notice by Customer

A Customer may advise the Company that utility charges are in dispute by written notice, telephone or in person. In any event, the Customer shall pay the undisputed amount of the utility charges within five (5) days after advising the Company of the dispute. If a Customer advises the Company 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 Customer shall pay the undisputed amount prior to the date on which disconnection is to occur.

B. Manner of Resolving Dispute

In attempting to resolve a dispute, the Company may employ telephone communication, personal meetings, on-site visits or any other technique reasonably conducive to settlement of the dispute.

C. Determination of Disputed Amount

If a Customer disputes the amount of utility charges, the Customer shall pay the Company an amount equal to that part of the utility charges not in dispute. The parties shall mutually determine the amount not in dispute.

D. Payment of Non-Disputed Amount.

1. Failure of a Customer to pay the Company the non-disputed amount of utility charges shall constitute a waiver of the Customer's right to continued service.
2. When the dispute is resolved, if applicable, any excess amount paid by the Customer shall be promptly credited to the Customer's account and if the amount is in excess of twenty-five dollars (\$25) the excess amount shall be refunded, if so requested by the Customer. X
X

E. Adjustment of Bills

Bills which are incorrect due to meter or billing errors shall be adjusted in accordance with the requirements of 17.9.560.12(E) NMAC.

F. Notice of Right to File Complaint with Commission

1. If the residential Customer and the Company are unable to resolve a dispute, the utility representative shall: X
X

EFFECTIVE

JUL - 1 2011

REPLACED BY NMPRC
BY Rule No. 17.1.210

Advice Notice No. 421

A handwritten signature in black ink, appearing to read "Gerard T. Ortiz".

Gerard T. Ortiz
Executive Director, NM Retail Regulatory Services

GCG #512103

PUBLIC SERVICE COMPANY OF NEW MEXICO
ELECTRIC SERVICES

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BILLING DISPUTES

PAGE 2 OF 2

- (a) Advise the 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 Customer the address and telephone number where the Customer may file a complaint with the Commission; and
- (c) If the residential Customer is a member of a New Mexico tribe or pueblo, the utility shall advise the Customer that he or she can request help with translation or other assistance by contacting the Commission's consumer relations division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance.

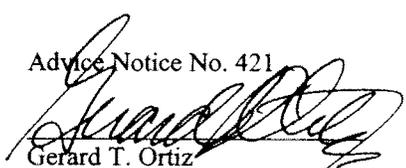
X
X
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X

EFFECTIVE

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Advice Notice No. 421


Gerard T. Ortiz

Executive Director, NM Retail Regulatory Services

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