

PUBLIC SERVICE COMPANY OF NEW MEXICO

12TH REVISED SAMPLE FORM NO. 17
CANCELLING 11TH REVISED SAMPLE FORM NO. 17

HAND- DELIVERED TWO-DAY NOTICE – SERVICE WILL BE DISCONNECTED

Numerous Changes (X)

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Hand-Delivered Two-Day Notice – Service Will Be Disconnected

x

Advice Notice No. 580

/s/ Mark Fenton

Mark Fenton

Executive Director, Regulatory Policy & Case Management

GCG#528549

EFFECTIVE

August 18, 2021

Replaced by NMPRC

By: Operation of Law

Two-Day Disconnect Notice

Aviso Antes De Desconectar

If You Have Difficulty Paying This Bill-

And you are a residential customer and can demonstrate you do not have the financial resources to pay the outstanding bill; you are eligible to participate in a payment plan. If you are low income, elderly, disabled, or are subject to other special circumstances you are entitled to special consideration for an extended payment plan.

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 1-800-283-4465, 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.

Your service will not be disconnected from November 15, through March 15, if you meet the qualifications of the Low Income Home Energy Assistance Program (LIHEAP) and have no past due amounts, or you remain current on any settlement or installment agreement for amounts due as of November 15. For information call New Mexico Human Services Department at 1-800-283-4465, or the tribal or pueblo entity that administers a tribe's or pueblo's LIHEAP.

Si Usted Tiene Dificultad Pagando Esta Cuenta-

Y usted es un cliente residencial y puede demostrar que usted no tiene los recursos financieros para pagar la cuenta atrasada; usted tiene el derecho a tomar parte en un plan de pago. Si usted es persona de ingresos bajo, persona de mayor edad, incapacitado, o es susceptible a otras circunstancias especiales, usted tiene el derecho para consideracion especial para un plan prolongado de pago.

Si usted tiene dificultad pagando esta cuenta, y usted siente que califica para recibir ayuda pagar su cuenta del program de utilidad de los ingresos bajos de casa (LIHEAP), el programa de ayuda de energia utilidades para personas de bajo ingresos, o otro programa de ayuda en su comunidad, pongase en contacto con la seccion de ayuda de departamento de human services en 1-800-283-4465, o con un representante de servicio al cliente de esta utilidad. Formas de aplicacion de solicitud para el program de utilidad de los ingresos bajos de casa (LIHEAP) y el programa de ayuda pago de utilidad de ingresos bajos estan disponibles en las oficinas de servicio al cliente de esta utilidad y en el departamento de human services. Usted debe regresar las formas de aplicacion de solicitud al departamento de human services que administra los programas y determina su elegibilidad para recibir ayuda.

Su servicio no será desconectado del 15 de noviembre de al 15 de marzo de, si usted califica para el programa de Asistencia de Energía Residencial para Personas de Bajos Recursos (LIHEAP), y si no tiene pagos pendientes o si está al corriente respecto a cualquier arreglo o contrato de pagos programados para montos vencidos a partir del 15 de noviembre. Para más información comuníquese al Departamento de Servicios Humanos de Nuevo México al 1-800-283-4465 o a la Tribu o Entidad del Pueblo quien administra el programa de LIHEAP.



ELECTRIC TWO DAY DISCONNECT NOTICE
AVISO ANTES DE DESCONECTAR LA ELECTRICIDAD

Customer JOHN DOE
Account # 999999999 - 9999999 - 9
Service Address 1234 MAIN ST ANY TOWN , NM 00000-0000
Meter Route 99999999 9999 9999 Y
100-110 = ELECTRIC / ELECTRICIDAD
FOR:
0100 9999999 \$110.40

JOHN DOE
1234 MAIN ST
ANY TOWN NM 00000-0000

Date of Notice/Fecha de Aviso 10/23/2018 Total \$110.40

THIS NOTICE OVERRIDES ALL BILLS AND NOTICES REFLECTING THIS PAST DUE AMOUNT.
ESTE AVISO ANULA TODOS RECIBOS Y AVISOS QUE REFLEJEN ESTA CANTIDAD VENCIDA.
PAST DUE AMOUNT/CANTIDAD VENCIDA \$110.40

Our records indicate that your account is past due. Payment must be received no later than the date shown on this notice, or we will disconnect your electric service. If your electric service is disconnected, reconnection will be made in accordance with our work order schedule after you have paid the bill. Additional fees may apply.

-----DO NOT MAIL YOUR PAYMENT. PAY NO LATER THAN : 10/24/2018 -----

Ways to pay your bill quickly:

- o Free Paperless Bill: Save paper & reduce clutter. Sign up at PNM.com/paperless. Then you can choose how you would like to pay.
- o Free Online Click-to-Pay: Pay from your checking, savings or money market account. Sign up at PNM.com/pay.
- o Free Automatic Payment: Recurring payments from your checking or savings account with a paper bill or an email bill, your choice. Sign up for Automatic Payment at PNM.com/pay.
- o Online Banking: Pay your PNM bill online at your bank's website. Visit your bank website for more information.
- o Pay in person: Visit dozens of participating Western Union offices. See PNM.com/wu for current locations. \$1.00 fee applies.
- o Pay by Credit, Debit Card or Electronic Check: Make payments with Visa, MasterCard & Discovery online at PNM.com/pay or by calling 844-NM-PYMT (844-766-7968). A \$2.00 processing fee applies. PNM does not receive any portion of this fee.

Visit PNM.com/paybill for more information on these and other bill options available to you.

Tenemos datos que indican que su cuenta esta vencida. El pago debe ser recibido no luego que la fecha indicada en este aviso.
Si su servicio de electricidad es desconectado, la reconexion se hara de acuerdo con nuestro plan de trabajo despues de que usted haya pagado la cuenta. Las cargas adicionales pueden aplicarse.

---- NO MANDE SU PAGO POR CORREO PARA LAS OPCIONES DE PAGE, VISITE ----
---- PNM.COM/ESPANOL: PAGUE NO MAS TARDE DE: 10/24/2018 ----

PNM 1100 Mechem Dr., Ruidoso, NM 88345 TEL:1-888-DIAL-PNM or (1-888-342-5766)