

PUBLIC SERVICE COMPANY OF NEW MEXICO

2<sup>ND</sup> REVISED RULE NO. 12  
CANCELLING 1<sup>ST</sup> REVISED RULE NO. 12

INTERRUPTION OF SERVICE

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- A. The Company will strive to furnish adequate, efficient, and reasonable service. x  
Interruption of service should be reported promptly by the customer to the  
Company. The Company will endeavor to restore service within a reasonable time.
- B. The Company will use reasonable diligence to furnish a regular and uninterrupted  
supply of energy. However, interruptions or partial interruptions may occur or be x  
implemented by the Company and service may be curtailed, become irregular, or x  
fail. Interruption of service may result due to: fire, weather or disaster related x  
conditions; public enemies or sabotage by bad actors; accidents; strikes; legal x  
processes; governmental restrictions; fuel shortages; breakdown or damages to  
generation, transmission or distribution facilities of the Company; repairs or  
changes in the Company's generation, transmission, or distribution facilities; or x  
other circumstances beyond the control of the Company. In any such case, the x  
Company will not be liable for damages.
- C. Customers whose reliability requirements exceed those normally provided should  
advise the Company and are responsible for addressing such individual x  
requirements. Customers may contract with the Company for additional electrical x  
facilities or services to increase reliability as may be required if reasonably x  
available. The Company will not, under any circumstances, contract to provide 100 x  
percent reliability.

Advice Notice No. 632

/s/ Henry Monroy  
Henry Monroy  
Vice President PNM Regulatory

GCG#533435

**EFFECTIVE**

March 7, 2025

Replaced by NMPRC

By: Rule No. 17.1.210