

SOCORRO ELECTRIC COOPERATIVE, INC.  
ORIGINAL RULE NO. 11  
CANCELLING N.M.P.S.C. SHEET NO. 99

DISCONTINUANCE OF SERVICE

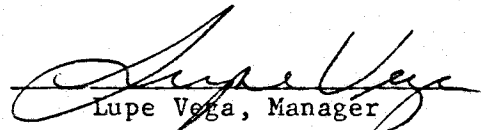
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A. At least fifteen (15) days before the Cooperative proposes to discontinue service to a residential member, the Cooperative will provide that residential member with notice of each of the rights such residential member may have under G.O. No. 34 relating to discontinuance of service, budget payment plans, and settlement agreements. Such notice will be in writing, in English and Spanish, and will be in simple language. Such notice will be delivered to the affected residential member in person or by depositing a copy of the notice in the U.S. Mail, postage prepaid, addressed to the residential member at the address for the affected residential member known to the Cooperative. Such notice shall contain:

1. The title(s), address, telephone number(s), and working hours of the personnel at the Cooperative responsible for carrying out the rights specified in this Order.
2. The amount owed and the date by which the residential member must either pay the amount due or make other arrangements with the Cooperative concerning payment of the charges, including arrangements for a budget payment plan and settlement agreement. The consumption period over which said amount was incurred, the date, and the amount of the last payment shall be available on request.
3. A statement that if the residential member pays that portion of the bill which is not a bona fide dispute, the residential member can obtain a review by personnel of the Cooperative of the portion of the bill which the residential member does dispute.
4. A statement that a residential member may file a complaint with the New Mexico Public Service Commission in accordance with Second Revised General Order No. 1, if the residential customer disagrees with the Cooperative's determination concerning discontinuance of service.

Advice Notice No. 30

SERVICE

  
Lupe Vega, Manager

EFFECTIVE BY OPERATION OF LAW  
SEC. 62-8-7 AND G. O. NO. 2, SEC. 20

DATE 5/30/95

NEW MEXICO PUBLIC SERVICE COMMISSION

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5. A statement that the Cooperative will not discontinue service to any residence where a seriously ill person resides, or a person whose life may be endangered by discontinuance of service, if at least two (2) days prior to the proposed service discontinuance date indicated in the notice the Cooperative personnel receives a certificate or copy thereof from a practitioner of the healing arts, on forms provided by the Cooperative or other suitable forms, stating that discontinuance of service might endanger the person's life, and the residential member demonstrates to the Cooperative personnel in writing, on forms provided by the Cooperative or other suitable forms, that such residential member does not have adequate financial resources to pay the electric charges when due, whether or not the accuracy of such charges are the subject of a bona fide dispute, and that if service has been discontinued, the Cooperative shall re-establish service within twelve (12) hours of receipt of said certificate.
6. A blank medical certificate, which shall permit the practitioner to indicate the expected duration of the residential member's serious illness or life endangering situation and a form for notifying the Cooperative of a residential member having inadequate financial resources to pay electric charges when due. 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 of time. The Cooperative shall promptly notify the residential member in writing as to how long it deems the certificate to be valid provided, however, that should the circumstances on which the certificate is based appear to have changed, the Cooperative may require additional certification.
7. A statement of the cost of reconnection.

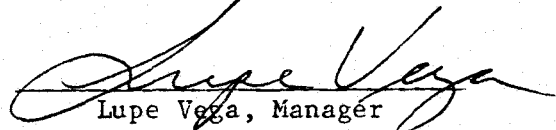
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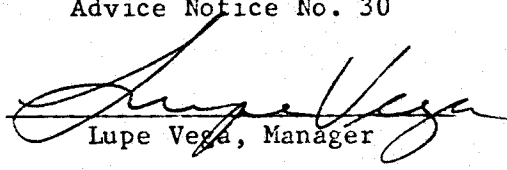
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8. A statement that: "If you are a recipient of public assistance, contact your caseworker immediately."
- B. The Cooperative shall take reasonable steps to communicate with a residential customer, by telephone or personal contact, at least two (2) days prior to the actual date of discontinuance of service in order to obtain payment of delinquent accounts. The Cooperative employee sent to personally contact a residential member two (2) days prior to discontinuance and the Cooperative employee sent to discontinue electric services shall note any information which is made known to the employee by the residential member regarding any residents who are seriously ill or who have a 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 forms provided for in Paragraph A.5 will be received or he shall state in writing why such delay is not affected. The Cooperative and Cooperative employee's noting of the information made known by the residential member acting upon such information or failing to act on such information in good faith shall cause the Cooperative and Cooperative employee to be held harmless for error made. The Cooperative employee sent to discontinue electric service shall be empowered to receive payment of delinquent bills and upon receipt of the payment said employee shall be empowered to cancel the discontinuance order.
- C. The Cooperative will offer its residential members a third party notification program and develop adequate procedures for notification to its residential members of the availability of the program. The third party notification program shall only be extended to residential customers who notify the Cooperative in writing of their desire to participate in the program and designate a specific person, organization, or governmental agency who is ready, willing, and able to assist the residential member in the payment of electric bills.

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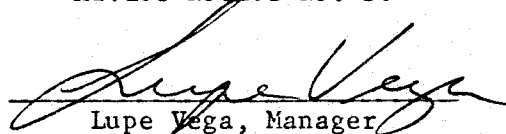
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Upon receipt of such notice from a residential member, the Cooperative shall not discontinue service to the residential member for nonpayment of past due charges without 1) contacting the designated person, organization, or governmental agency by phone or in writing at least fifteen (15) days prior to the proposed discontinuance of service, and 2) determining that the designated person, organization, or governmental agency has not made a commitment to assist payment of the past due charge of that residential member within a reasonable period of time.

- D. When a residential member has indicated to the Cooperative an inability to pay electric charges and has not been chronically delinquent, the Cooperative shall attempt to arrange an installment payment plan for the payment of past due electric charges pursuant to Section 8.2 of G. O. No. 34. While an installment payment plan is being negotiated pursuant to Section 8.2 of G. O. No. 34, the Cooperative shall not discontinue service to such residence.
- E. The Cooperative shall provide a procedure for reviewing residential member allegations that a proposed installment payment plan is unreasonable; that a Cooperative charge is not due and owing; or that it has not violated an existing installment payment plan. Such procedure shall provide due notice to residential members, shall not be conducted by the credit department of the Cooperative, and the reviewing employee shall have authority to order appropriate corrective action. Such review shall stay the discontinuance of electric service until the review is completed.
- F. Electric service to a residential member may be discontinued only during the hours of 8:00 a.m. to 3:00 p.m. Monday through Thursday and may not be discontinued less than 24 hours prior to a holiday or weekend unless the Cooperative's payment of past due charges and Cooperative personnel are available to restore such service upon payment during said holiday or weekend.

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