

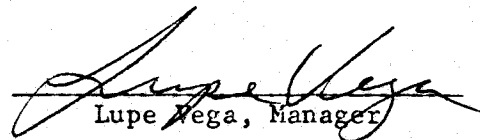
SOCORRO ELECTRIC COOPERATIVE, INC.
ORIGINAL RULE NO. 24
CANCELLING N.M.P.S.C. SHEET NO. 96

ESTIMATED BILLS

Page 1 of 2

- A. The Cooperative will render a bill based on estimated usage to a seasonally billed residential customer, if an actual reading is not available upon the contingency that an actual reading will be obtained before each change in the seasonal cycle.
- B. The Cooperative will not render a bill based on estimated usage to a residential customer, other than a seasonally billed customer, unless: 1) The Cooperative 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, 2) a meter is defective or has been evidently tampered with or bypassed, or 3) weather conditions prohibit meter readings or where other force majeure conditions exist. If the Cooperative is unable to obtain an actual meter reading for these reasons, it will attempt to contact the residential customer and attempt to obtain access to the premises or it will undertake reasonably practical alternatives to obtain a meter reading by procedures such as, but not limited to, mailing or leaving postpaid, pre-addressed postcards upon which the residential customer may note the reading.
- C. Notwithstanding the provisions of Paragraph B above, the Cooperative may not render a bill based on estimated usage for more than two consecutive billing periods without prior notification to the N.M.P.S.C. nor for an initial or final bill for service, unless otherwise agreed to by the residential customer and the utility.
- D. When an estimate is required due to lack of reading on a particular location, the estimate will be based on the average of the actual usage history available for the past three (3) actual readings.
- E. The Cooperative will, for no less than twelve (12) months, maintain accurate records of the reasons for each estimate and of the efforts made to accrue an actual reading.

Advice Notice No. 30


Lupe Vega, Manager

SERVICE

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

DATE 5/30/85
NEW MEXICO PUBLIC SERVICE COMMISSION

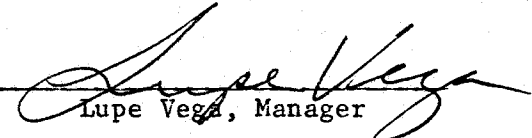
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- F. If the Cooperative underestimates a residential customer's usage, and subsequently seeks to correct the bill, the residential customer shall be given an opportunity to participate in an installment payment plan, with regard to the underestimated amount.
- G. Upon request, the Cooperative will explain to any residential customer how to read and report electric usage. Upon an agreement between a residential customer and the Cooperative, a residential customer may read and report the electric usage as long as such usage is reported on a regular and accurate basis, and the Cooperative will provide postpaid pre-addressed postcards, or any other reasonable alternative for this purpose, to the residential customer. In such a case, at least annually, the Cooperative will obtain the actual meter reading reported in this manner. This rule shall not prevent the Cooperative from reading meters on a regular basis.
- H. Notwithstanding Paragraph B and C, the Cooperative may estimate a billing in the event a residential customer fails to timely and accurately report the self reading.

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