

SOCORRO ELECTRIC COOPERATIVE, INC.
FIRST REVISED RULE NO. 25
CANCELLING ORIGINAL RULE NO. 25

PUBLIC NOTICE OF MEMBERS RIGHTS
(X - NUMEROUS CHANGES)

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RESIDENTIAL CUSTOMER RIGHTS AND RESPONSIBILITIES

As a member of the Cooperative, you have certain rights and responsibilities set forth in the Cooperative's articles of incorporation and bylaws, by which you are bound. Without attempting to summarize all of these matters, the most important is your right to exercise the privilege of voting. As a cooperative, we earnestly solicit your active participation. Our business and affairs are managed by a Board of Trustees, elected by and from our membership.

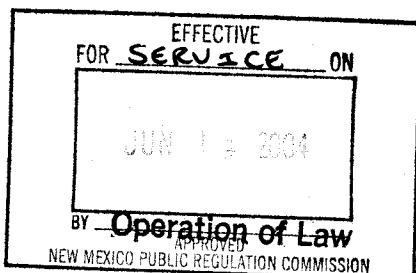
In addition, the Cooperative is subject to the general jurisdiction of the New Mexico Public Regulation Commission ("NMPRC" or "Commission"). Because of this regulation, we are required to implement certain procedures and to advise you concerning certain information. This notice is being provided in accordance with NMPRC Rule 17.5.410 and only applies to residential customer services.

We summarize below many of the principal areas covered by NMPRC Rule 17.5.410 and our tariffs approved by the Commission. We have on file, and will provide you access to a copy of NMPRC Rule 17.5.410 and our current applicable rates, rules and regulations. We also maintain up-to-date maps, plans, and records of our system and can furnish you with other helpful information. The summary is only that, and if you have questions or desire to see the bylaws, rules, regulations, and tariffs applicable to your service, please ask a member of our management team.

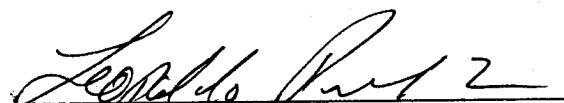
Further, we stand ready to assist you in selecting an appropriate rate tariff, if more than one is available, and to answer your questions concerning that tariff. Of course, you can inspect your customer records upon reasonable notification and if you desire, obtain a copy. If a mistake is brought to our attention and the matter is not in dispute, we shall correct the error.

First, we need to define a few terms used in NMPRC Rule 17.5.410 and our practices under that directive.

An "estimated bill" is our billing to you which is not based on an actual reading of your meter, or other measuring device, for the period billed. The bill form indicates on its face whether it is based upon an actual or estimated reading.



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A customer is "chronically delinquent" if he or she, during the prior 12 months (i) has been discontinued for non-payment or (ii) has not paid a bill by the date that a subsequent bill is rendered on three (3) or more occasions. A bill is rendered when it is mailed or personally delivered.

A bill is "delinquent" if it is not paid in full by the due date of the bill. The "due date" is stated on the bill and is at least 20 days after mailing or personal delivery.

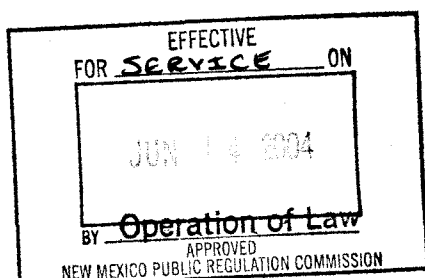
As a matter of convenience, we have divided this summary of your rights and responsibilities into subject matters. Some subject matters are interrelated with others and, again, you should consult the documents on file listed above for a fuller explanation and to answer any questions.

About your bill . . .

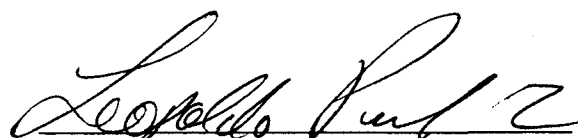
The Cooperative renders (mails or personally delivers) a bill to you for each billing period. We bill our residential customers on a billing cycle, or on different days, but on or about the same day of each billing period. If the Cooperative significantly alters a billing cycle, we shall notify those affected.

The bill itemizes information for you to determine the billing period, the amount of energy consumed and the amount you owe, among other helpful information. If there is any question, you should promptly advise us. Our equipment does occasionally make a mistake which we, of course, attempt to correct before the bill is rendered.

Your bill is based upon your usage under an applicable rate tariff. In general, the tariff provides for a minimum charge regardless of usage (a customer service charge) and a charge for energy consumed. Contact us for particulars, as rates periodically change.



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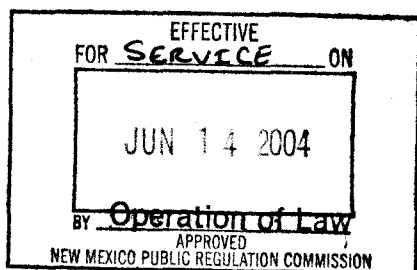
The Cooperative's bill, like those of other utilities in New Mexico, contains two adjustment clauses. Like the great majority of other states, New Mexico permits recovery of changes in costs of purchased power and energy and fuel incurred by the Cooperative and for the changes in the interest on long-term debt. This is to assure the stability of necessary revenues when these costs are rising, permit prompt credits to you when these costs are falling, and ease the regulatory costs for which you pay in taxes and rates. The adjustments are computed on a dollar per kWh basis using the incremental cost, with a balancing account to adjust for under-collection or over-collection and to serve as a mechanism to smooth out revenue collections, thus preventing severe fluctuations in the monthly revenue requirement. We collect only the incremental costs and not any margin or profit. Due to the lag in collections, we, and not you, bear the time loss of money. Your Board of Trustees believes that these adjustment clauses are vital to the financial health of your Cooperative.

If you are on a budget payment plan, your bill will show the actual charges incurred for the current billing period, the budget amount due, and the amount of any credit or arrearage.

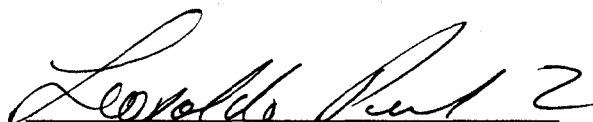
Your bill is due in full on or before the due date appearing on the bill, which is at least 20 days after rendition. If not paid in full by the due date, your bill is delinquent. If the last day for payment falls on a Sunday, legal holiday or any other day when our payment offices are not open to the general public, the final payment day is extended through the next business day. Payments are deemed made when received in our offices or post office box or other address designated on the bill as an address at which you may pay your bill. If you make payment to a place other than the designated place and have received a disconnect notice, you must immediately inform us at the time of payment so that we can act to void the disconnect notice.

If your payments exceed your bill, we credit the excess and if the excess is \$10 or more, you can request a refund of the excess.

A late payment charge of one and one-half percent (1 ½%) per billing period or fraction thereof will be charged on all utility service bills and invoices that are delinquent as defined in this Rule.



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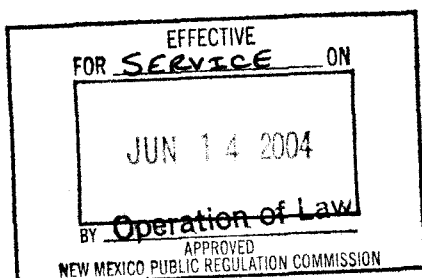
A word concerning estimated bills: We render estimated bills (which are shown to be estimated upon the billing) when (a) we are unable to obtain access to your premises without our fault or where you make meter reading unnecessarily difficult, (b) a meter is defective or has been evidently tampered with or bypassed, or (c) weather conditions prohibit meter readings or where other "force majeure" conditions exist. Then we attempt to contact you and obtain access or undertake alternative methods to obtain a reading. We keep records of these matters.

Unless you have agreed, we do not estimate an initial or a final bill for service and, without prior notification to the Commission, we do not render a bill based upon estimated usage for more than two (2) consecutive billing periods. If we underestimate your usage and subsequently seek to correct the bill, you may, with regard to the underestimated amount, participate in an installment payment plan.

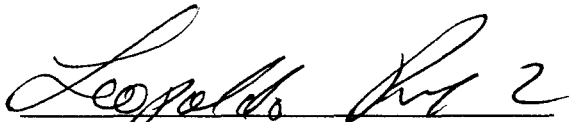
With our prior agreement, you may read and report your own usage as long as such usage is reported on a regular and accurate basis. The report for you to send us is provided by us. We may still (and must at least annually) read your meter, and may estimate a billing in the event you fail to timely and accurately report the self-reading.

About Budget Payment Plans . . .

The Cooperative has always been attentive to your problems in budgeting for energy consumption. Your Trustees are consumers too.



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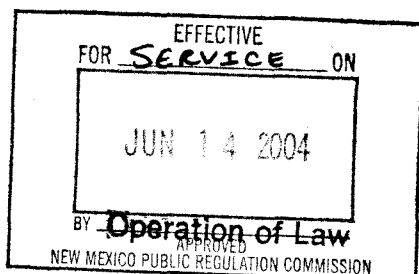
Along this line, you may be interested in our budget payment plan, which provides you with a method of leveling your bills and is designed to avoid the accumulation of an unpaid balance that will be burdensome to pay in a single payment. To be eligible, you must be then either current in payment or have entered into and be complying with a settlement agreement. Should you become chronically delinquent in failing to pay the amount specified in the budget payment plan, you may be removed from the plan and the plan may be withheld for up to 12 succeeding months. The computation of a budget payment plan is based upon a prospective 12-month period and is specific to each residential consumer. Contact us for more information.

About security deposits and guarantees . . .

In order to protect all our members, it is sometimes necessary to require a security deposit or other guarantee of payment as a condition of new or continued service. The Cooperative may require such a deposit or guarantee for service (1) to a customer whom it has not previously served and who has not established an acceptable credit rating, (2) a chronically delinquent customer, (3) following a discontinuance of service, or (4) if a Customer, in an unauthorized manner, has interfered with or diverted service delivered to his or her residence.

A new consumer may establish an acceptable credit rating in any reasonable manner, such as the following:

- (a) owning or purchasing a home;
- (b) regular full-time employment for at least one year;
- (c) adequate regular source of income;
- (d) adequate credit references from a commercial credit source or a utility where he or she had prior utility service.



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Leopoldo Pineda, Jr.
LEOPOLDO PINEDA, JR., MANAGER

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If an acceptable credit rating is not established but a customer can demonstrate that he or she does not have adequate financial resources to pay the security deposit because he or she has a low income and is elderly, disabled, or subject to other special considerations, the Cooperative will give special consideration in determining whether and in what amount a security deposit will be charged. Where a prospective customer received service under the name of a spouse but cannot establish an acceptable credit rating, the Cooperative may consider prior service to that spouse in determining the amount, if any, of a security deposit.

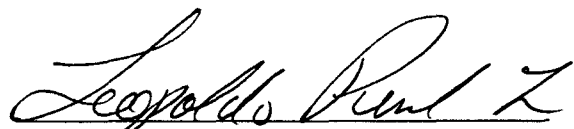
A security deposit will not exceed 1/6th of a customer's estimated annual billings or 150% of his or her estimated maximum monthly bill, as determined by the Cooperative.

A deposit bears simple interest in accordance with the Rules and Regulations of the NMPRC. A customer who has not been chronically delinquent for 12 months from the date of deposit or guarantee receives a credit or refund for the deposit plus applicable interest, or is permitted to terminate the guarantee. If the amount of the deposit exceeds the current bill by more than \$10, the consumer may request a refund of the excess. If a consumer fails to qualify on the first anniversary date, we review the account on each next succeeding anniversary date and if the customer has not been delinquent during the preceding 12 months, credit the deposit. A consumer may request a refund at any time after 12 months and the Cooperative will refund if he or she has not been chronically delinquent during the prior 12-month period, or may pay such a refund in the absence of a request within a reasonable period of time.

Where a security deposit is required, you will receive a receipt. If the receipt is lost, we have procedures to account for the deposit. According to law, deposits remaining unclaimed for more than 10 years after termination of service for which the deposit was made are presumed abandoned.

EFFECTIVE FOR <u>SERVICE</u> ON
JUN 14 2004
BY <u>Operation of Law</u> APPROVED NEW MEXICO PUBLIC REGULATION COMMISSION

ADVICE NOTICE NO. 60


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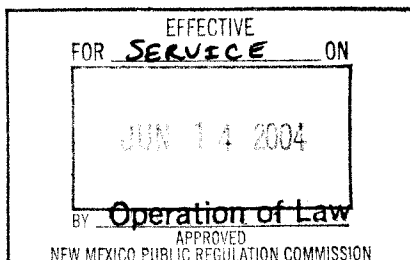
If you have a question or complaint ...

Most inquiries that we receive are informational requests, not complaints. We have an internal procedure for the prompt, efficient, and thorough receipt, investigation and, where possible, resolution of inquiries, disputes, service requests, and complaints. In this regard:

- A. We are prepared at all times during normal business hours to receive your inquiries, disputes, service requests, and complaints.
- B. We have qualified personnel available and prepared to respond, and to negotiate appropriate settlement agreements at all reasonable times during normal business hours.
- C. We shall make reasonable arrangements if you are unable to communicate in the English language to receive assistance.
- D. We provide qualified personnel, or other reasonable means at all times to receive and initiate response to your contact regarding an emergency condition involving our service.

Your bill contains the address where you may initiate an inquiry or a complaint. We shall, of course, adjust bills that are incorrect due to meter or billing errors.

Occasionally, there is a question concerning the accuracy of your meter and how you can read your meter. If you desire to read your own meter and need assistance, we have literature or qualified personnel to respond to such an inquiry. At your request, we shall test your meter, at which time you may be present so long as you indicate your desire at the time of the request. If the meter has been tested within the previous 18 months, we may charge you according to the filed tariffs, but you are entitled to a refund of that charge whenever the meter proves to be in excess of 2% in error. There is no charge for our testing of your meter if it has not been tested in the previous 18 months. We report the results of the test within a reasonable time after completion of the test.



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You may advise us that you dispute your charges by written notice, telephone, or in person. If your advice is by telephone or in person, you must give written notice within five days. In any event, you must pay the undisputed amount within five (5) days after advising us of the dispute. If you give us notice of a dispute after receiving a disconnection notice and where less than five (5) days remain to the date on which disconnection is to occur, your notice and payment of the undisputed amount must be received prior to the date on which disconnection is to occur.

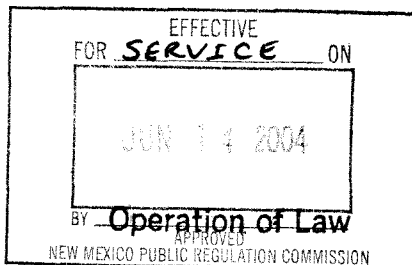
If we cannot mutually agree upon the portion of your charges not disputed based upon prior consumption history, weather variations, the nature of the dispute and other pertinent factors, you must pay an amount equal to 90% of the average monthly consumption during the preceding year for the three-month period which brackets the month in controversy for your own consumption or, as the case may be, for a residential consumer with similar consumption characteristics. When the dispute is resolved, any excess payment will be credited to your account or if it exceeds \$10 and you so request, it will be refunded. You must, however, pay the undisputed amount or waive your right to continued service.

We attempt to resolve disputes by any technique reasonably conducive, such as by telephone, personal meetings and on-site visits. We ask your cooperation.

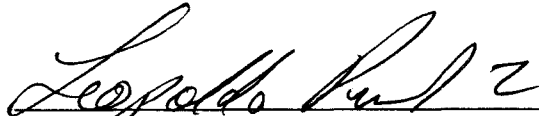
If your complaint cannot be resolved to the party's mutual satisfaction, an informal complaint may be filed with the Commission, at:

Marian Hall
224 E. Palace Avenue
Santa Fe, New Mexico 87501
Phone (505) 827-6941
(800)663-9782

If a complaint is not filed with the Commission within seven (7) days, the Cooperative may implement or continue procedures to discontinue service.



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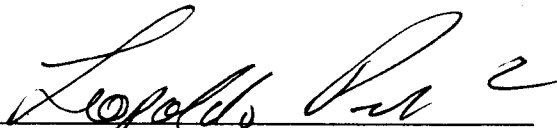
The Commission will not normally accept your complaint until you have made a good faith effort to resolve the complaint directly with the Cooperative.

An informal complaint should be in writing but may be initiated by telephone or in person and must state your name and address, our name, the nature of the original complaint in a clear and concise manner, the relief requested, whether you have pursued the available remedies with us, and such other information as is required under 17 NMAC 1.2, a copy of which can be obtained from the Commission. If your informal complaint is initially deficient, a member of the Commission staff is to contact you to attempt to obtain the missing data. Thereafter, your informal complaint is reviewed on the Commission staff level, that staff notifying both you and the Cooperative of the results of its investigation. If either you or the Cooperative is dissatisfied, an informal conference may be requested or you may file a formal complaint in accordance with 17 NMAC 1.2. Once you file a formal complaint and we have been notified, the Cooperative cannot discontinue service or issue a notice of discontinuance relative to the matter in dispute pending determination.

We hope that we do not have a disagreement or that any disagreement can be resolved within the Cooperative family. In those rare circumstances where the Commission must become involved, you should consult 17 NMAC 1.2 and NMPRC Rule 17.5.410 for a fuller explanation of your rights and responsibilities.

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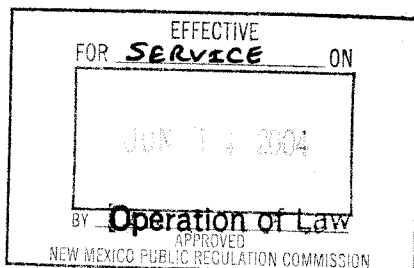
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About discontinuance of service ...

In certain circumstances, the Cooperative may be forced to discontinue service to a consumer. The following table sets for the reason for discontinuance and the notice, if any, required:

<u>REASON</u>	<u>PRIOR NOTICE</u>
1. Hazardous condition	None
2. Use of equipment in such manner as to adversely affect our equipment or service to others	None
3. Tampering with, damaging, or deliberately destroying Cooperative equipment.	None
4. Unauthorized use of service	None
5. Non-payment of delinquent account	15 days
6. Failure to post security deposit of guarantee	15 days
7. Failure to comply with settlement agreement	7 days
8. Refusal to grant access at reasonable time to premises	3 days
9. Failure to furnish or withdrawal of equipment or permits specified as condition to service	3 days
10. Violation of and/or non-compliance with rules on file and approved by the Commission	3 days
11. Failure to fulfill contractual obligations other than settlement agreements	3 days
12. Temporary, for operational, maintenance, health, safety or emergency	None

Where notice is required, the Cooperative will give notice in accordance with NMPRC Rule 17.5.410- and its tariffs on file with and approved by the Commission. If a customer has any question, he or she should promptly advise the Cooperative.



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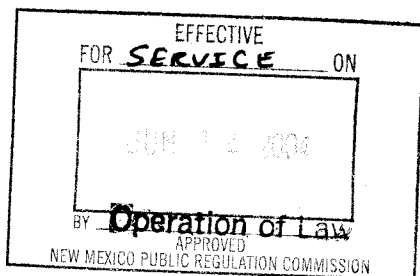
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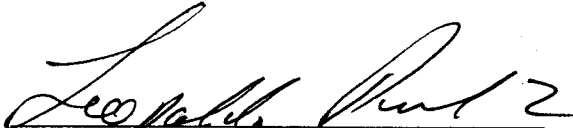
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There are also certain circumstances where we cannot discontinue service. These are:

- a) Failure to pay for special service provided which is not subject to a tariff.
- b) Failure to pay for service received at a separate metering point, residence, or location. However, if the other service is discontinued or terminated, the Cooperative may transfer any unpaid balance to your account and discontinue your service on that account for non-payment.
- c) Failure to pay for a different class of service at the same or different location.
- d) Non-payment of the disputed portion of the bill if you have paid the non-disputed portion and follow the complaint procedure.
- e) Delinquency in payment for services to a previous occupant unless either a court determines that you are liable or the previous occupant continues to reside at your premises.
- f) Failure to pay the bill of another consumer, which you have guaranteed.
- g) Failure to pay an estimated bill rendered in violation of NMPRC Rule 17.5.410.



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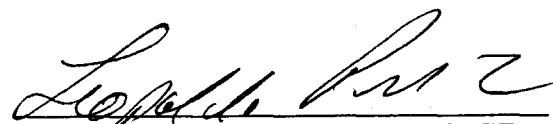
If the Cooperative gives notice of discontinuance because of non-payment of a delinquent account or failure to post a security deposit or guarantee, the notice will contain a recitation of a number of rights and responsibilities, which should be carefully reviewed because we do not fully summarize the contents of such notice here. We do, however, call to your attention specifically that, as the notice states, we shall not discontinue service to any residence in which there resides a seriously ill person or a person whose life may be endangered by discontinuance if at least two (2) days prior to the proposed service discontinuance date indicated in the notice, our personnel designated in the notice receives the original or true copy of a certificate from a licensed physician, physician assistant, osteopathic physician, osteopathic physician's assistant or certified nurse practitioner, on forms provided with the notice or other suitable forms, stating that discontinuance of service might endanger the person's life, and that customer demonstrates to our designated personnel in writing, on forms provided with the notice or other suitable forms that he or she does not have adequate financial resources to pay the utility charges when due, whether or not the correctness of the charges are subject to bona fide dispute. Once a consumer has been qualified, the forms will be adequate to delay discontinuance for at least 30 days and, at our option, for up to 120 days or longer. We will notify the qualified customer of the duration of qualification without further certification and may require additional certification if the circumstances on which the certification is based appear to have changed.

We take steps to communicate, by telephone or personal contact, at least two (2) days prior to actual date of discontinuance in order to obtain payment of delinquent accounts. The employee giving this subsequent notice or sent to disconnect should be informed by you or members of your household regarding any resident's seriously ill or life endangering health condition, such as physical disablement, frailty, or advanced age. Such information is to be relayed to an employee who may delay the disconnection if it is apparent that the necessary certification will be provided. Payment to our employee sent to disconnect will prevent the disconnection.

If you have indicated to us an inability to pay your charges and have not been chronically delinquent, we shall attempt to arrange an installment payment plan, and shall not discontinue service pending such negotiations.

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If you contend that a proposed installment payment plan is unreasonable, or a charge is not due and owing, or you have not violated an existing installment payment plan, your grievance will be reviewed by the Cooperative's management, after at least two (2) days notice to yourself, and we shall not discontinue service pending such review.

Except for emergency discontinuance, discontinuance is limited to the hours of 8 a.m. and 3 p.m. Monday through Thursday and not less than 24 hours prior to a holiday or weekend unless our business office is open for payments and we have personnel available to restore service upon payment during a holiday or weekend.

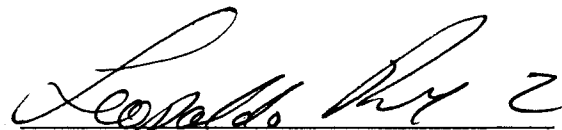
We regard discontinuance for non-payment as a severe remedy that we resort to only when necessary. Helping us will help you.

About restoration . . .

When the cause for discontinuance has been eliminated, applicable restoration or reconnection charges (which will not exceed actual cost, subject to the minimum provided in the filed tariff) have been paid and, if required, satisfactory credit arrangements have been made, and upon your request, we will use reasonable efforts to restore service the same day and, in any event, no later than the next following working day. Service is re-established within 12 hours of receipt of proper certification that a seriously ill person or a person whose life may be endangered by discontinuance resides in your residence and you have inadequate financial resources to pay the utility charges.

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Third party notification and assistance ...

Numerous federal, state and local governmental programs and private sources may exist that may offer those eligible assistance in paying utility bills. These programs change from time to time and are impractical to list. If you need assistance and believe that you may be eligible, you should contact your case worker or the following potential resources: The Commission at 827-6941, the Human Services Department at 827-5401, the Community Affairs Division at 827-2205, or the Social Security Administration.

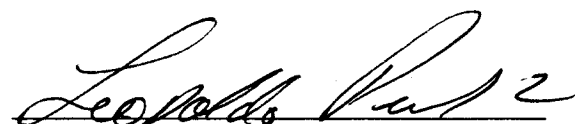
We also offer a third party notification program if you notify us in writing of your desire to participate and designate a specific person, organization, or governmental agency that is ready, willing, and able to assist you in payment of your charges. Upon such notice, we shall not discontinue service for non-payment of past-due charges without 1) contacting the designee by telephone or in writing at least 15 days prior to the proposed discontinuance of service, and 2) determining that the designee has not made a commitment to assist payment within a reasonable period of time.

Concerning settlement agreements . . .

Settlement agreements to pay the amount of a bill are authorized where 1) the Cooperative and a consumer settle a dispute, or 2) a consumer demonstrates an inability to pay. We are not, however, required to enter into a settlement agreement with a chronically delinquent customer, except we do give special consideration in determining whether to extend a settlement agreement to a chronically delinquent customer who demonstrates that he or she does not have adequate financial resources to pay us and he or she is elderly, disabled, or subject to other special considerations.

EFFECTIVE	
FOR	ON
SERVICE	
JUN 14 2004	
BY Operation of Law	
APPROVED	
NEW MEXICO PUBLIC REGULATION COMMISSION	

ADVICE NOTICE NO. 60


LEOPOLDO PINEDA, JR., MANAGER

SOCORRO ELECTRIC COOPERATIVE, INC.
FIRST REVISED RULE NO. 25
CANCELLING ORIGINAL RULE NO. 25

PUBLIC NOTICE OF MEMBERS RIGHTS
(X – NUMEROUS CHANGES)

Page 15 of 16

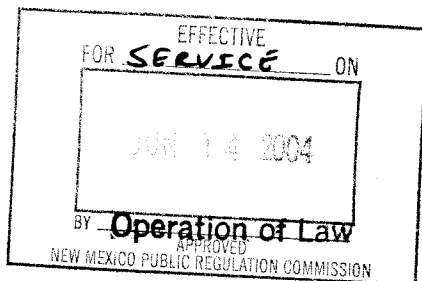
If the settlement agreement involves an inability to pay an outstanding bill, service is not discontinued if the customer pays a reasonable portion of the outstanding bill, upon execution, and agrees to pay the remaining balance in reasonable installments mutually determined after considering the size of the balance, personal payment history, duration of balance outstanding, reasons for the balance, and any other relevant factors. If the settlement agreement extends beyond 45 days, the settlement agreement, if initially oral, must be confirmed in a writing by the Cooperative to the customer involved, who, in any event, will receive a statement of 1) actual charges for the current billing period, 2) amount of installment payment due, 3) total amount due, and 4) previous installment payments made.

A settlement agreement does not relieve a customer from the obligation to pay future bills on a current basis and non-compliance in making agreed-to installments on the outstanding past-due balance may result in discontinuance after seven (7) days notice.

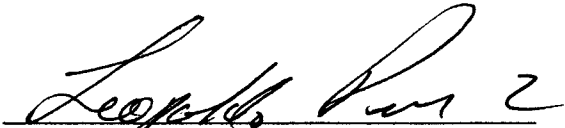
More . .

There is more information available concerning your rights and responsibilities. For example, if you are going to be absent during an extended period, we can make arrangements with you personally or through your bank to avoid discontinuance, and we have specific line extension policy and time frames within which to construct line extensions. We often have publications and other information available concerning energy conservation and other topics of interest. Telephone us or drop in to our offices.

In addition, we belong to the New Mexico Rural Electrification Cooperative Association, which, among its other services to cooperative members, edits, publishes, and distributes the enchantment magazine for our members. The enchantment distributes information, including notices of formal matters, such as adjustments in rates, among our membership at a lesser cost than if we ourselves mailed the same information, and we use individual mailings only when necessary.



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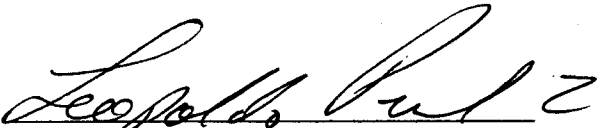
A final source of information, particularly notices of formal matters, such as rate or certification proceedings, are those formal notices caused to be published by the Commission in one or more newspapers of general circulation in our service area.

You are served by a cooperative, which is a unique provider of services. A Board of Trustees, consisting of consumers and elected by consumers and who serve you without salary, manages our business and affairs. Members retain the right to adopt, amend, or repeal the bylaws, to attend and participate in annual meetings, to require the calling of special member meetings, to approve amendments to the articles of incorporation and propositions for consolidation and merger, to initiate a proposition at a members' meeting and to approve dissolution and the sale or lease of a substantial portion of the Cooperative's property. Revenues in excess of the amount necessary to defray expenses to pay debt service, to provide reserves and earmarked funds and to meet the other costs of serving you, are distributed among our patrons as patronage refunds prorated in accordance with your respective patronage paid for. Actual retirement of patronage capital through cash payments depends upon the restrictions of the Cooperative's mortgage to the Rural Utilities Service (and any supplemental lender), our financial integrity, and then current business conditions. In a real sense, you serve yourself and determine, through the collective association, your own rights and responsibilities.

Nothing in this notice shall relieve any consumer from liability for proper utility charges, or applies to any class of service other than residential.

EFFECTIVE
FOR SERVICE ON
JUN 17 2004
BY Operation of Law
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NEW MEXICO PUBLIC REGULATION COMMISSION

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