

EILEEN ACRES SERVICE CORPORATION

ORIGINAL RULE NO. 7

DISPUTED BILLS

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A. The Company agrees to promptly investigate any question as to the accuracy of metering (if applicable) or if bills for service rendered and if the bill is in error, the Company shall submit a corrected bill to the customer as promptly as circumstances permit or give credit on the bill rendered to the customer.

B. In event the customer disputes the amount of a bill for services rendered, the Company shall promptly make a complete investigation of the matter and, if the bill is correct, use its best efforts to explain the questionable points to the customer.

EFFECTIVE  
FOR SERVICE ON  
OCT 1 1991  
BY Case No. 2380  
APPROVED  
New Mexico Public Service Commission

Advice Notice No. 2

Signature/Title  
President