

EILEEN ACRES SERVICE CORPORATION

ORIGINAL RULE NO. 23

ESTIMATED BILLS

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A. The Company may not render a bill based on estimated usage to a residential customer, other than a seasonally billed customer, unless:

1. the utility 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 utility is unable to obtain an actual meter reading for these reasons, it shall attempt to contact the residential customer and attempt to obtain access to the premises, or it shall undertake reasonably practical alternatives to obtain a meter reading. The Company must for no less than twelve (12) months maintain accurate records of the reasons for each estimate and of the efforts made to secure an actual reading.

B. The Company may not render a bill based on estimated usage for more than two (2) consecutive billing periods without prior notification to the Commission, nor for an initial reading or final bill for service, unless otherwise agreed to by the residential customer and the Company.

C. If the Company 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.

D. Meter Reading. Meters will be read as nearly as possible at regular monthly intervals provided, however, if one month's meter reading is missed, the Company may bill the customer on an estimate consumption and the difference adjusted when the meter is again read. The basis for the estimate shall be the normal consumption for corresponding of preceding months. At the first reading, subsequent to the nonreading the rate structure shall be taken into account when adjusting the bill.

EFFECTIVE  
FOR SERVICE ON

OCT 1 1991

BY Case No. 2380

APPROVED

New Mexico Public Service Commission

Advice Notice No. 2

Signature/Title

President