

NEW MEXICO WATER SERVICE COMPANY
INDIAN HILLS WATER SYSTEMS
ORIGINAL RULE NO. 23
CANCELING IHWW RULE NO. 23
ESTIMATED BILLS

NEW MEXICO
PUBLIC REGULATION
COMMISSION
FILED
2015 MAY 1 PM 1 33

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- A. The Company may not render a bill based on estimated usage to a customer unless: (1) the Company is unable to obtain access to the customer's premises through no fault of its own for the purpose of reading the meter or in situations where the customer makes reading the meter unnecessarily difficult; (2) a meter is defective or has been evidently tampered with or bypassed; (3) weather conditions prohibit meter reading or where force majeure conditions exist. If the utility is unable to obtain actual meter readings for these reasons, it shall attempt to contact reasonably practical alternatives to obtain a water meter reading. The Company must, for no less than twelve (12) months, maintain accurate records of the reason 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 consecutive billing periods with prior notification to the Commission, nor for an initial reading or final bill for service, unless otherwise agreed to by the customer and the Company.
- C. If the Company underestimates a customer's usage, and subsequently seeks to correct the bill, the 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 estimated consumption and the difference adjusted when the meter is again read. The basis for this estimate shall be the normal consumption for corresponding periods in the preceding year and/or normal consumption of preceding months. At the first reading subsequent to the non-reading the rate structure shall be taken into account when adjusting the bill.
- E. Please refer to Rule Nos. 16 and 18.H.

EFFECTIVE

APR 24 2015

REPLACED BY NMPRC

BY. Final Order Case No. 13-00384-UT

ADVICE NOTICE NO. 2
NEW MEXICO WATER SERVICE CO.


Cynthia Apodaca, Controller