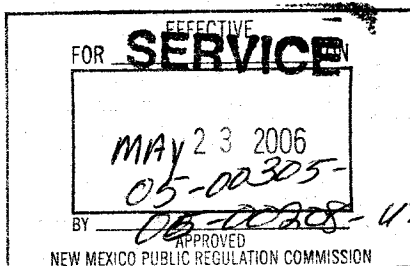


**NEW MEXICO WATER SERVICE COMPANY  
SANDIA KNOLLS AND JUAN THOMAS WATER SYSTEMS  
ORIGINAL RULE NO. 7  
CANCELING IUC RULE NO. 7  
DISPUTED BILLS**

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- A. The Company agrees to promptly investigate any questions as to the accuracy of 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. Refer to Rule No. 18 for matter relating to meter accuracy.
- B. In the event a customer disputes the amount of a bill for service 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.



ADVICE NOTICE NO. 2  
NEW MEXICO WATER SERVICE CO.

*Cynthia Geran*  
Cynthia Geran, Controller