

NEW MEXICO WATERWORKS, INC.

ORIGINAL FORM NO. 5

TITLE OF FORM

ATTACHMENT TO FINAL NOTICE

FOR EFFECTIVE
SERVICE ON

JAN 28 1992

BY E.O. Case No. 2347
APPROVED
New Mexico Public Service Commission

ADVICE NOTICE NO. 3

Signature/Title *Paul J. [Signature]*
President

NEW MEXICO WATERWORKS, INC.
P. O. BOX 12395
ALBUQUERQUE, NM 87195
(505) 877-2187

Dear Customer:

The enclosed FINAL NOTICE is to remind you that your bill for water service is PAST DUE. Our policy toward delinquency and disconnection for non-payment is as follows:

As a customer of New Mexico Waterworks, Inc., you are given 20 days from the date a bill is rendered before it becomes past due and an additional 15 days before your service may be disconnected for non-payment. Therefore:

You have been given at least 20 days, your bill has not been paid and service will be disconnected on the date of the notice.

If you feel an error in the enclosed billing has occurred, contact our office at 3308 Coors SW, Albuquerque, NM (877-2187) between 8:00 a.m. and 5:00 p.m., Monday through Friday (except holidays) for a review of your bill. Payment of any undisputed amount on your bill will postpone discontinuance of service until the dispute is resolved.

If you are financially unable to pay this bill, installment agreements are available to help meet your obligation.

We will not disconnect service if life endangering conditions or serious illness exist at the residence billed. A medical certificate must be completed and signed by your attending physician and is included for your use. If discontinuance occurs, we will restore service within 12 hours after receipt of properly signed medical certificate.

A re-connect fee may be charged if service is discontinued for non-payment of charges. Also, a disconnect fee and a deposit of no more than 1 and 1/2 normal months usage may be charged.

If you receive public assistance, contact your case worker immediately.

If there is a third party (friend, relative, or agency) that will help in paying your bill, and you want us to notify them when disconnect notices are sent, please contact us immediately. We will make a reasonable effort to contact you two days prior to disconnecting service for non-payment of charges.

If, after contacting our office, you are not satisfied, you have the right to file a complaint with the New Mexico Public Service Commission, Marian Hall, 224 E. Palace Ave., Santa Fe, New Mexico 87501, (505) 827-6940.

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Querido Cliente:

El aviso final incluido sireve para recordarle que se cuenta para el servicio de agua es delincente. Nuestro curso de accion hacia delincuencia y desconectaciones por no pagar es lo siguiente:

Como cliente de New Mexico Waterworks, Inc., le damos 20 dias desde el dia que la cuenta es rendida, antes de que sea delincente, mas 15 dias adicional antes de que su servicio pueda ser desconectado por no haber sido pagado la cuenta. Por consiguiente:

Usted ha sido proveido por lo menos 20 dias, su cuenta no ha sido pagado y su servicio sera desconectado la fecha notada en el aviso.

Usted puede ponerse en contractor with New Mexico Waterworks, Inc., officio (505-877-2187) entre las horas de 8:00 a.m.- 5 p.m. (menos los dias de vacacion) para repasar su cuenta. Pagar las porcion incontestada de su cuent hasta que sea resulta la disputa.

Si usted se encuentra en medios financieros de no poder pagar estat cuenta, tenemos acuerdos de cuentas dispuestos para provenir las asistencia de pagar cuentas para el servicio de agua.

Se existe en su residencia una situacion el la cual la vida esta en peligro, desconectacion no sera hecho. Hemos incluido para su uso un certificado medical que requiere la firma de un medico que esta de servicio. Si discontinuacion ocurre, le restauremos servicio entrea 12 horas despues de recibir su certificado firmado por su medico.

Possiblemente, harba cargos para desconectar y conectar de nuevo.

Si usted es recipiente de asistencia publica, pongase en contacto con su trabejador social inmediatamente.

Si hay un partido tercero (amigo, pareinte or agencia) que le asista en pagar sus cuentas, y usted quiere que le avisemos cuando mandamos los avisos de dexconectacion, favor de completar la propia forma disponible de las oficinas de New Mexico Waterworks, Inc. y devolverlos a su oficina local de New Mexico Waterworks, Inc.

Heremos una fuerma razonable para ponernos en contacto con usted dos dias antes de desconectar su servicio.

Si despues de ponerse en contacto con New Mexico Waterworks, Inc. no esta satisfecho, usted tiene el derecho de presentar una queja con el NMPSC, Marian Hall, 224 E. Palace Ave., Santa Fe, NM 87501 telefono 505-827-6940.