

ORIGINAL RULE NO. 23

Cancelling N.M.P.S.C. Sheet No. _____

ESTIMATED BILLS

Page 1 of 1

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 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 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 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 nonreading the rate structure shall be taken into account when adjusting the bill.

EFFECTIVE

FOR _____ SERVICE _____ ON _____

OCT 10 1985

BY Operation & Law
APPROVED [Signature]
NEW MEXICO PUBLIC SERVICE COMMISSIONAdvice Notice No. 13Signature/Title J. CondeOwner