

This is an emergency amendment to 17.12.760 NMAC, Section 10, effective 3/23/2020.

17.12.760.10 FORMAT FOR CUSTOMER SERVICE RULES AND REGULATIONS: ~~[For the convenience of the utilities the customer service rules and regulations herein are set forth in the appropriate format. [See 17.12.760.10.pdf]]~~

A. For the convenience of the utilities the customer service rules and regulations herein are set forth in the appropriate format. (See 17.12.760.10.pdf)

B. The following additional temporary emergency rules regarding disconnection of residential water service by all water utilities subject to the jurisdiction of the commission shall be effective for the duration of time that governor's executive orders 2020-004 through 2020-0010 ("emergency executive orders") remain in effect:

(1) all water utilities are prohibited from discontinuing residential water service for non-payment during the time period the emergency executive orders are in effect;

(2) disconnections of residential water service for non-payment issued on or after March 11, 2020 (the effective date of the emergency executive orders) are suspended for the duration of the effectiveness of the emergency executive orders;

(3) any late fees on residential accounts that would be incurred during the time period of the effectiveness of the emergency executive orders shall be waived;

(4) water utilities are permitted to temporarily and immediately close in-person bill payment locations as long as they provide notice to residential customers regarding the same and notice how to pay electronically or by mail. In the event of closure of in-person bill payment locations, water utilities shall be permitted to continue to collect credit card or bank fees in accordance with their own commission approved and filed tariffs;

(5) medical certificates set to expire shall not expire for the duration of the effectiveness of the emergency executive orders and shall automatically be extended for 90 days from the end of the emergency executive orders.

[6/30/88; 1/1/89; 1/1/90; Recompiled 12/30/01; A/E, 3/23/2020]