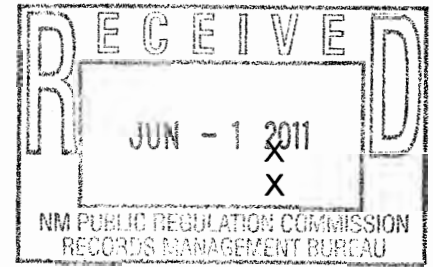


EL PASO ELECTRIC COMPANY
SECOND REVISED RULE NO. 5
CANCELLING FIRST REVISED RULE NO. 5

RENDERING AND PAYMENT OF BILLS



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The Company shall render a bill to every residential customer for each billing period in accordance with the applicable tariff and the requirements and options of 17.5.410 NMAC. X
X
X
X
X
X
X

The Company shall bill all of its residential customers on a billing cycle. If the Company significantly alters a residential customer's billing cycle, notice shall promptly be given to the affected residential customer. X
X
X

Residential bills will become delinquent if not paid in full within twenty (20) calendar days from the date of rendition of a bill for payment. Other bills will also become delinquent if not paid within twenty (20) calendar days of rendition. X
X
X

A residential customer shall be given at least fifteen (15) calendar days from the date the bill is deemed delinquent before the Company may disconnect service, pursuant to the requirements of 17.5.410.31 through 17.5.410.35 NMAC. X
X
X

If the last day for payment of a bill falls on a Saturday, Sunday, legal holiday, or other day when the offices of the Company which regularly receive payments are not open to the general public, the due date shall be extended to the next business day. X
X
X

Receipt by the Company of a payment at the Company's address shall be deemed received by the Company on that date. If payment is made through the Company's website or at a third-party payment location authorized by the Company, the payment shall be deemed received within two business days of the payment date. If payment is made through any other third-party payment process, the date of payment shall be the date the payment is received by the Company from the third party. If the residential customer making payment has received a disconnect notice and provides verification of the payment to the Company prior to disconnection, the Company shall stop disconnection activities and shall not disconnect the residential customer without providing a subsequent final notice. X
X
X
X
X
X
X
X
X
X
X

The Company will not render a bill based on estimated usage to a residential customer other than a seasonably billed customer, unless: (1) the Company through no fault of its own is unable to obtain access to the residential customer's premises for the purpose of reading the meter; (2) in situations where the residential customer makes reading the meter unnecessarily difficult; (3) a meter is defective or has been evidently tampered with or bypassed; or (4) weather conditions prohibit meter readings or where other force majeure conditions exist. If the Company is unable to obtain an actual meter reading for X
X
X
X
X
X

EFFECTIVE

JUL - 1 2011

Advice Notice No. 221

Signature/Title David G. Carpenter

David G. Carpenter
Senior Vice President-Chief Financial Officer

REPLACED BY NMPRC
BY Rule NO. 17.1.210

EL PASO ELECTRIC COMPANY
SECOND REVISED RULE NO. 5
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RENDERING AND PAYMENT OF BILLS

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these reasons, the Company shall attempt to contact the residential customer to obtain access to the premises, or it shall undertake reasonably practical alternatives to obtain a meter reading. X
X
X
X

Notwithstanding the provisions of this rule, the Company will not render a bill based on estimated usage for more than two consecutive billing periods without prior notification to the Commission, nor for an initial or final bill for service, unless otherwise agreed to by the residential customer and the Company.

The Company will estimate bills using data and a computation specific to each residential customer. The estimate is determined by the length of service to the residential customer at the service location: X
X
X

1. If the residential customer has been served by the Company at the same location for the previous year, the estimated bill will be based on the residential customer's actual kilowatt hour usage for the same month in the previous year and billed using the applicable Company tariffs, and may be adjusted for known price changes and normalized weather conditions. X
X
X
X
X
2. If the residential customer has not been served by the Company at the same location for the previous year at that location, the estimated bill will be based on the actual usage at that location for the previous month and billed using the applicable Company tariffs, and may be adjusted for known price changes and normalized weather conditions. X
X
X
X

The Company will, 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.

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.

Upon request, the Company will explain to any residential customer how to read and report electric usage. Upon an agreement between a residential customer and the Company, a residential customer may read and report the electric usage, as long as such usage is reported on a regular and accurate basis. The Company will provide a reasonable means for the residential customer to report the meter readings. In such a case, at least annually, the Company will obtain an actual meter reading of residential customer usage in order to verify the accuracy of readings reported in this manner. This rule shall not prevent the Company from reading meters on a regular basis.

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RENDERING AND PAYMENT OF BILLS

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Notwithstanding other parts of this rule, the Company may estimate a billing in the event a residential customer fails to timely and accurately report the self-reading.

Unless otherwise approved by the Commission, the Company shall not assess a finance, service, carrying, or penalty charge to a residential customer for the reason that any utility service balance due and owing upon the bill remains outstanding beyond the period of time established for payment. X
X
X
X

The Company will not impose on residential customers a late fee for unpaid amounts due for utility service that is greater than eight percent (8%) on an annual basis. X
X

The Company may include charges for special services together with utility charges on the same bill if the charges for special services are designated clearly and separately from utility charges. If partial payment is made, the Company shall first credit such payment to any arrearage for utility charges. X
X
X
X

The Company's charge for connection or reconnection shall not exceed the actual cost involved but shall be no less than the minimum allowed in the applicable tariffs. X
X

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