

DISCONTINUANCE OF SERVICE  
RESIDENTIAL CUSTOMERS

13.1 At least 15 days before the cooperative proposes to discontinue service to a residential customer for non-payment of a delinquent account or for failure to post a security deposit or guarantee, the cooperative shall deliver to the affected residential customer, in person or by depositing in the U. S. mails, postage prepaid and addressed to the customer at his or her address as shown in the cooperative's records, notice (which shall also be translated into Spanish) stating:

"Dated: \_\_\_\_\_, 19\_\_

To \_\_\_\_\_  
Concerning service at \_\_\_\_\_

\_\_\_\_\_, New Mexico \_\_\_\_\_

( ) Our records show that you owe \$ \_\_\_\_\_, 19\_\_ to \_\_\_\_\_, 19\_\_, and your last payment for utility charges was on \_\_\_\_\_, 19\_\_ in the amount of \$ \_\_\_\_\_.

Because of non-payment, this cooperative proposes to discontinue utility service to you at the address indicated above unless on or before \_\_\_\_\_, 19\_\_, during regular business hours commencing at \_\_\_\_\_ o'clock A.M and closing at \_\_\_\_\_ o'clock P.M., the above amount owed is paid to the cooperative or you make other arrangements with the cooperative concerning payment of the charges, including arrangements for a budget payment plan or settlement agreement if eligible.

( ) Our records show that you have failed to post a security deposit, or guarantee, in the amount of \$ \_\_\_\_\_, which has been required as a condition of new or continued residential customer service.

Because of such failure, this cooperative proposes to discontinue utility service to you at the address indicated above

Advice No. 27

*Robert Garcia*  
Robert Garcia, General Manager

EFFECTIVE  
SERVICE

FOR \_\_\_\_\_ ON \_\_\_\_\_

SEP 29 1985

BY *Operation of Law*  
NEW MEXICO PUBLIC SERVICE COMMISSION


JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.

ORIGINAL **Rule No. 13**  
CANCELLING N.M.P.S.C. SHEET NO. 122

13.1 Discontinuance of Service - Residential Customers (continued)

unless on or before \_\_\_\_\_, 19\_\_ , during regular business hours commencing at \_\_\_\_\_ o'clock A.M. and closing at \_\_\_\_\_ o'clock P.M., local time, the above security deposit or guarantee is furnished or you make other arrangements with the cooperative to furnish such security deposit or guarantee.

(Check and complete as applicable)

The New Mexico Public Service Commission ("NMPSC") has promulgated General Order No. 34 and the cooperative has adopted a statement of Residential Customer Rights and Responsibilities, both pertaining to this action and your rights and responsibilities regarding this notice, copies of which are available upon your request at the cooperative. For further information concerning General Order No. 34, you may contact the NMPSC at Marian Hall, 124 E. Palace Ave., Santa Fe, New Mexico 87501 or telephone 872-6940. 

Cooperative personnel who are responsible for carrying out the rights specified in General Order No. 34 and this notice are:

NAME

Pete L. Fresquez	Dir. of Admin. Services	Hernandez, NM	753-2105
Levi A. Sanchez	Admin. Asst./Personnel Dir.	Hernandez, NM	753-2105
Robert Garcia	General Manager	Hernandez, NM	753-2105
Emery Maez	District Manager	Cuba, NM	289-3241
Melecio Jaramillo	District Area Supervisor	Jemez Springs	829-3550

Such personnel maintain offices, as designated above, and may be reached by telephoning, as above designated, or personally contacting during normal business hours (8:00 A.M. to 4:30 P.M., Monday through Friday).

If you pay that portion of the past due charges which is not in bona fide dispute, you can obtain a review by personnel of the cooperative of the portion of the charges which you do dispute.

Advice No. 27

Robert Garcia  
Robert Garcia, General Manager

EFFECTIVE

FOR \_\_\_\_\_ SERVICE \_\_\_\_\_ ON \_\_\_\_\_

SEP 29 1985

BY Operation of law  
APPROVED me  
NEW MEXICO PUBLIC SERVICE COMMISSION

13.1 Discontinuance of Service - Residential Customers (continued)

You may file a complaint with the NMPSC in accordance with Revised General Order No. 1, if you disagree with the cooperative's determination concerning discontinuance of service.

The cooperative will not discontinue service to any residence where a seriously ill person or a person whose life may be endangered by discontinuance of service resides, if at least two (2) days prior to the proposed service discontinuance date indicated in this notice, the designated cooperative personnel receives a certificate, or a copy thereof, from a practitioner of the healing arts, on the form provided at the end of this notice or other suitable form, stating that discontinuance of service might endanger the person's life, and you demonstrate to the cooperative's designated personnel in writing, on the form provided at the end of this notice or other suitable form, that you do not have adequate financial resources to pay the utility charges when due, whether or not the accuracy of such charges are the subject of a bona fide dispute. If the service has been discontinued, the cooperative will re-establish service within twelve (12) hours of receipt of such forms properly executed. Such forms properly executed shall be adequate to delay discontinuance for at least thirty (30) days and, at the cooperative's option, the cooperative may delay discontinuance for up to one hundred twenty (120) days or for a longer period. The cooperative will promptly notify you in writing as to how long it deems the certification to be valid; provided, however, that should the circumstances on which the certification is based appear to have changed, the cooperative may require additional certification.

The cost of reconnection may not exceed the actual cost involved, but shall be no less than the minimum allowed in applicable tariffs, per Rule No. 13

( ) (Check and complete if applicable) Since during the prior twelve (12) months you have either been disconnected by the cooperative for non-payment or have not paid a bill by the date that a subsequent bill has been rendered on three or more occasions, the cooperative, as a condition of continued service, requires a security deposit or guarantee in the amount of \$ \_\_\_\_\_.

Advice No. 27

Robert Garcia  
Robert Garcia, General Manager

EFFECTIVE  
SERVICE

FOR \_\_\_\_\_ ON \_\_\_\_\_

SEP 29 1985

BY Operation of law  
NEW MEXICO PUBLIC SERVICE COMMISSION

13.1 Discontinuance of Service - Residential Customers (continued)

( ) (Check and complete of applicable) If your service is discontinued as a result of this notice and your failure to remedy the deficiency or exercise your rights, then the cooperative will require, as a condition of reconnection, a security deposit or guarantee in the amount of \$ \_\_\_\_\_.

If you are a recipient of public assistance, contact your case worker immediately.

JEMEZ MOUNTAINS ELECTRIC COOPERATIVE, INC.

By \_\_\_\_\_

\_\_\_\_\_  
(Title)

Form for Healing Arts Practitioner

Date: \_\_\_\_\_, 19\_\_

I, \_\_\_\_\_, certify that I am a practitioner of the healing arts as defined in Paragraph 2 of Subsection B of Section 59-18-19 NMSA 1978; that I am licensed as a \_\_\_\_\_ holding license number \_\_\_\_\_; THAT ON \_\_\_\_\_, 19\_\_, I conducted an examination of the person of \_\_\_\_\_ who I am informed resides in a residence located at \_\_\_\_\_, New Mexico; that the aforesaid person is seriously ill or his or her life may be endangered by the discontinuance of electric service to that residence; and that the expected duration of that person's serious illness or life endangering situation is \_\_\_\_\_.

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
New Mexico  
(Address)

Advice No. 27

*Robert Garcia*  
\_\_\_\_\_  
Robert Garcia, General Manager

EFFECTIVE

FOR \_\_\_\_\_ SERVICE \_\_\_\_\_ ON \_\_\_\_\_

SEP 29 1985

BY *Operator J. Law*  
APPROVED  
NEW MEXICO PUBLIC SERVICE COMMISSION

13.1 Discontinuance of Service - Residential Customers (continued)

Form for Person Responsible for Utility Service Charges

Date: \_\_\_\_\_, 19\_\_

I, \_\_\_\_\_, certify that I am the person responsible for the charges for electric service to the residence located at \_\_\_\_\_, New Mexico; that in that residence a person named \_\_\_\_\_, is residing; that said person is seriously ill or the life of said person may be endangered by discontinuance of service; that I have inquired of governmental or other agencies for assistance in paying the electric service charges and do not have the financial resources to pay the charges because of the following reasons: (insert estimated current income and expenses and estimated value of any assets in excess of liabilities and any other demonstration of lack of financial resources).

\_\_\_\_\_  
(Name)

\_\_\_\_\_, New Mexico  
(Address)

13.2 The cooperative shall take reasonable steps to communicate with a residential customer, by telephone or personal contact, at least two (2) days prior to the actual date of discontinuance of service, in order to obtain payment of delinquent accounts. The employee personally contacting a residential customer two (2) days prior to discontinuance, and the employee sent to discontinue service, shall note any information which is made known to that employee by the residential customer regarding any resident's serious ill or life endangering health condition, such as whether a resident is physically disabled, frail or elderly. Such information shall be immediately reported in writing to a cooperative employee authorized to prevent discontinuance. That employee shall either delay the discontinuance order if it is apparent that the

Advice No. 27

*Robert Garcia*

Robert Garcia, General Manager

EFFECTIVE

FOR SERVICE ON

SEP 29 1985

BY *Operator's J. Law*  
APPROVED  
NEW MEXICO PUBLIC SERVICE COMMISSION

13.2 Discontinuance of Service - Residential Customers (continued)

forms provided with the notice of discontinuance or other suitable forms will be received, or shall state in writing why such delay is not effected. The cooperative, and employees, noting of the information made known by the residential customer, acting upon such information or failing to act on such information in good faith, shall cause the cooperative and the employee to be held harmless for error made. The employee sent to discontinue service may receive payment of past due bills and upon receipt of payment, shall cancel the discontinuance order.

- 13.3 If the cooperative receives from a residential customer a written notice that he or she desires to participate in its third party notification program and designates a specific person, organization or governmental agency is ready, willing and able to assist the customer in the payment of his or her utility bills, the cooperative shall not discontinue service to that customer for non-payment of past due charges without (a) contacting the third party designated by telephone or in writing at least fifteen (15) days prior to the proposed discontinuance and (b) determining that such third party has not committed to assist payment of such charges within a reasonable period of time.

The cooperative shall request the monthly Enchantment magazine of the New Mexico Rural Electrification Association to publish notice of the availability of third party notification program to residential customers described in this paragraph and/or shall describe the availability of the program in its document approved pursuant to Section 4.3, General Order No. 34.

- 13.4 The manager, or his designated assistant (other than employee directly conducting credit activities) for such purpose and having authority to order appropriate correction action, shall review residential customer allegations that a proposed installment payment plan is unreasonable; that a charge is not due and owing; or that he/she has not violated an existing installment payment plan. The customer involved shall be given the opportunity to appear in person or submit written comments, together with any

Advice No. 27

*Robert Garcia*  
Robert Garcia, General Manager

EFFECTIVE

FOR SERVICE ON

SEP 29 1985

*Operator J Law*  
APPROVED  
NEW MEXICO PUBLIC SERVICE COMMISSION

13.4 Discontinuance of Service - Residential Customers (continued)

supporting evidence, upon three (3) days written or telephonic notice. Such review shall stay the discontinuance of service until the review is completed. Provided however, this paragraph 13.4 is inapplicable if the residential customer has not paid the portion of a bill not in bona fide dispute or is ineligible for an installment payment plan, as the case may be, as provided in General Order No. 34.

13.5 Residential service shall not be disconnected less than twenty-four (24) hours prior to a holiday or weekend unless the cooperative's business office is open for receipt of payment of past due charges and personnel are available to restore such service upon payment during the holiday or weekend, and shall be discontinued only during the hours of from 8:00 A.M. to 3:00 P.M. on Monday through Thursday.

13.6 Notwithstanding any other provision, the cooperative may temporarily and without notice discontinue residential service for reasons of operation, maintenance, health, safety or a state of emergency.

13.7 Any notice, demand, or claim required or permitted to be personally delivered by the cooperative shall be deemed to have been delivered; by personal delivery or a copy to the affected customer; or, if the customer be absent at the residence affected, by delivery of a copy to some person of adult age residing therein; or, if no person be found willing to accept a copy, by posting a copy in the most public part of the affected residence.

Nothing herein shall be construed to relieve any customer from liability for proper utility service charges.

Advice No. 27

Robert Garcia  
Robert Garcia, General Manager

EFFECTIVE

FOR SERVICE ON

SEP 29 1985

BY Denton J. Law  
APPROVED  
NEW MEXICO PUBLIC SERVICE COMMISSION