

UTILITY CONSUMERS' BILL OF RIGHTS
NEW MEXICO PUBLIC REGULATION COMMISSION
YOU HAVE A RIGHT TO:

1. Safe, essential adequate service at a reasonable rate.
2. 20 days to pay your bill, unless a shorter period is approved by the New Mexico Public Regulation Commission.
3. Receive at least 15 days notice before losing your service for nonpayment of your bill.
4. Receive an additional 15 days if HSD certifies to utility customer's eligibility for payment assistance under the Low Income Home Energy Assistance Program and Low Income Utility Assistance Act during period of 11/15—3/15.
5. Have your service shut off only between 8:00 a.m. and 3:00 p.m., Monday through Thursday, or not less than 24 hours before a weekend or holiday, unless the utility's office is open for payment and can restore service.
6. Have your bill estimated no more than two months in a row.
7. Show good credit in lieu of a security deposit.
8. Receive a bill based on actual meter readings and the option to personally read and report your own meter reading.
9. Receive information from the utility company concerning customer service, billing rates, inquiry procedures, list of energy assistance programs, and rate changes being sought by the utility.
10. Question billing or service by contacting the utility and to receive an explanation of both from the utility company.
11. Work out an installment payment plan for paying outstanding (overdue) balance if you are having trouble paying a bill.
12. If applicable, choose a budget payment plan, which will average out summer and winter use so that you pay the same amount each month, year-round.
13. Not have your service shut off if someone in the household is seriously ill, or if shutoff would endanger a life. **If someone is ill you must obtain a medical certificate from the utility company, have it signed by a doctor, and return it to the utility company.**
14. Have a third party notified of disconnect notices to you for nonpayment of bill.
15. To have your service restored by the next day after the reason for the shut off of service has been resolved.
16. File an inquiry with the New Mexico Public Regulation Commission if you cannot resolve your problem with the utility company.

These rules and regulation apply to utilities under the jurisdiction of the New Mexico Public Regulation Commission.