

SOUTHWESTERN PUBLIC SERVICE COMPANY

FIFTH REVISED RULE NO. 18
CANCELING FOURTH REVISED RULE NO. 18

RULES AND REGULATIONS - ELECTRIC

NEW MEXICO
PUBLIC REGULATION X
COMMISSION X
FILED

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18. BILLING

APPLICABILITY: All classes of Customers

TERRITORY: All towns served by the Company in New Mexico

Billing Period: Normally, bills will be rendered regularly each billing month; however, other billing periods may be designated by the Company.

Non-Receipt of Bills: The obligation of Customer with respect to payment of bills shall not be released or diminished by non-receipt of bills.

One Meter Per Service: The Company shall normally supply to a Customer, under one rate schedule, only one standard type of service. The Customer shall so arrange his wiring that the Company can measure the Customer's service with one standard meter. Where a Customer requires more than one type of service or his wiring is so arranged that the Company cannot measure the Customer's service with one standard meter, the service measured with each meter shall be billed separately.

Delinquent Bills: Residential bills for Customer service become delinquent if not paid within twenty (20) days from mailing date of bill. The Company reserves the right to discontinue service and cut off the supply of electrical energy after notification of the Customer, as provided in Rule 7. When so discontinued, service will not be restored until delinquent bills have been paid or other suitable arrangements have been made with the Company. The Company may require a payment sufficient to cover the cost of restoring service, as provided in its approved rate schedules.

Disputed Bills: In the event the Customer disputes the amount of a bill for services rendered, the Company shall promptly make a complete investigation of the matter and, if the bill is correct, use its best efforts to

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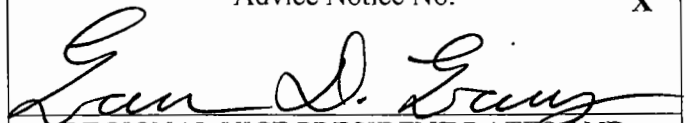
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Final Order Case No. 12-00350-UT

Revised 245

Advice Notice No.

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REGIONAL VICE PRESIDENT RATES AND
REGULATORY AFFAIRS

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18. BILLING (cont.)

TERRITORY: (cont.)

explain the questionable points to the Customer. No dispute with reference to the amount of a bill shall in any event excuse the Customer from paying the bill as rendered by the Company when such bill is due. See Rule 7.b.(1)(h)[1] through [7] regarding disputed bills.

Adjustments of Bills:

- a. General - An adjustment of bills for service shall be made for the following reasons:
1. Meter creep
 2. Kilowatt-hour registration in excess of 2% average error determined by meter test.
 3. Demand registration in excess of 1% error in addition to errors allowed under accuracy of demand meters Subsection H of 17.9.560.14 NMAC.
 4. Failure of meter or equipment.
 5. Improper installation, testing or inspection of equipment.
 6. Improper application of rate schedule.

The amount of the adjustment shall be calculated on the basis that the metering equipment should be 100 percent accurate with respect to the testing equipment used to make the test. For watt-hour meters, the average accuracy shall be the arithmetic average of the percent registration at light load and at heavy load, giving

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18. BILLING (cont.)

TERRITORY: (cont.)

the light load registration a weight of one and the heavy load registration a weight of four.

b. Determination of Adjustments.

1. Meter Creep – The error in registration due to creep shall be calculated by timing the rate of creeping and assuming that this creeping affected the registration of the meter for 25.0 percent of the time since the meter was installed or since the last previous test, whichever is later.
2. Meter with Inaccuracy in Excess of Specified Limits. If the date when the error in registration began can be determined, such date shall be the starting point for determination of the amount of the adjustment. If the date when the error in registration began cannot be determined, it shall be assumed that the error has existed for a period equal to one-half of the time elapsed since the meter was installed, or one-half the time elapsed since the last previous test, whichever is later. All adjustments due to inaccurate meters shall be limited to the preceding six months.
3. Failure of Meter or Equipment. When the error in registration is caused by failure of part or all of the metering installation, it shall be permissible to use the registration of check metering installations, if any, or to estimate the kilowatt-hour consumption, demand and other data required for billing, based upon a period of similar operating conditions as agreed to between the Customer and

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18. BILLING (cont.)

TERRITORY: (cont.)

the utility. The length of the period shall be determined as in b.-2 above.

- 4. Improper installation, testing or inspection of meter or equipment. When the error in registration is caused by improper installation, testing or inspection of meter or equipment, the date of installation, date of test, or date of inspection shall be the starting point for determination of the amount of the adjustment.

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c. Refunds.

- 1. If the recalculated bills indicate that a refund is due an existing Customer, or a person no longer a Customer of the Company, the full amount of the calculated difference between the amount paid and the true amount shall be refunded.
- 2. The refund to an existing Customer may be in cash or as credit on a bill. In the case of a previous customer who is no longer a Customer of the Company, a notice of the amount due shall be mailed to such previous Customer at his last known address, and the Company shall, upon demand within three months thereafter, refund the amount due.

d. Backbilling.

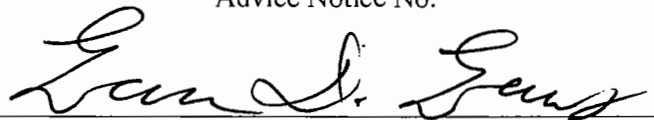
- 1. If the recalculation of billing indicates that an amount is due the Company, and such amount is in excess of any refund due the Customer, the Company may bill the Customer the true amount due.

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18. BILLING (cont.)

TERRITORY: (cont.)

2. The minimum amount below which the Company will not backbill the Customer is one dollar. When the amount of the backbilling is greater than the established minimum amount, the Customer will be billed the true amount due the Company.
- f. The Company and its special contract Customers may make their own agreements respecting adjustments for errors in billing.
- g. The Company, upon request, will assist the Customer in the selection of the rate schedule under which he is eligible to be billed. However, the Company will not be held responsible to refund any overcharge caused by failure on the part of the Customer to select the appropriate rate schedule, or for failure on the part of the Customer to notify the Company of a change in Customer's operations. If the Company improperly applies the rate schedule selected by the Customer, any billing in excess of the true amount will be refunded to the Customer, and any billing less than the true amount, when greater than the established minimum amount, will be billed to the Customer.

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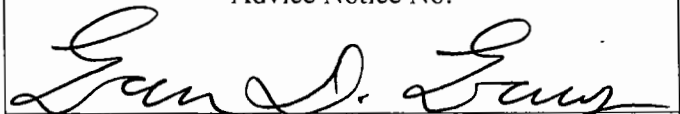
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