

SOUTHWESTERN PUBLIC SERVICE COMPANY

**SECOND REVISED RULE NO. 24
CANCELLING FIRST REVISED RULE NO. 24**

RULES AND REGULATIONS – ELECTRIC

REGULATION
COMMISSION

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24. ESTIMATED BILLS FOR RESIDENTIAL CUSTOMERS

a. Customers Eligible: The Company may render a bill based on estimated usage to a residential customer under the following conditions:

- (1) The Company, through no fault of its own, cannot obtain access to the customers premises to read the meter, or
- (2) In situations where the customer makes reading the meter unnecessarily difficult, or
- (3) a meter is defective or has been evidently tampered with or bypassed, or
- (4) weather conditions prohibit meter readings, or
- (5) other force majeure conditions exist.

If the Company cannot obtain an actual meter reading for the reasons stated above, the Company shall attempt to contact the customer to get an actual meter reading or take alternative measures to obtain a reading such as, but not limited to, mailing or leaving postpaid, pre-addressed postcards upon which the customer may note the reading.

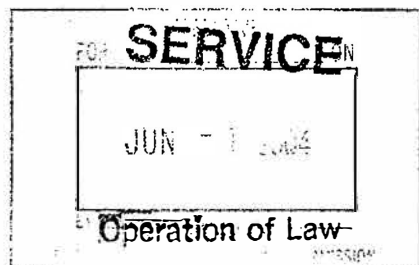
Notwithstanding the preceding two paragraphs, the Company may not render a bill based on estimated usage for more than two consecutive billing periods without prior notification to the New Mexico Public Regulation Commission, nor for an initial or final bill for service, unless otherwise agreed to by the residential customer and the Company.

Notwithstanding the preceding three paragraphs, the Company may estimate a billing in the event a residential customer fails to timely and accurately report a self-reading (a reading made by a customer according to an agreement made by the customer and the Company).

b. Records: Unless the Company and the customer agree to allow the customer to report meter readings (self-reading), the Company shall

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Advice Notice No.

Gary L. Gibson

President and CEO of SPS

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maintain accurate records, for no less than twelve (12) months, of the reasons for each estimate and of the efforts made to secure an actual reading.

c. Underestimates: If the Company underestimates a residential customer's usage, and later seeks to correct the bill, the residential customer shall be given an opportunity to participate in the Company's installment payment plan with regard to the underestimated amount.

d. Calculation of Estimated Bills: An estimated billing will be calculated based on an average daily calculation for the residential customer using the total kWh consumption used for billing the most recent two months. The average daily consumption is multiplied by the number of days in the current billing period, to determine the estimated monthly kWh. The current rate is then applied to this estimated consumption to determine the estimated monthly billing amount.

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