



NEW MEXICO TIME OF USE RATE

FREQUENTLY ASKED QUESTIONS

What is the Time of Use Rate and how does it work?

The New Mexico Time of Use Rate (TOU) is an optional rate that allows for a customer to be billed based on on-peak and off-peaks periods. Under this rate, on-peak hours are from 12 p.m. to 6 p.m., Monday through Friday during the months of June through September. All other hours and months are considered off-peak. Customers pay different energy charges based on the on-peak or off-peak periods in which energy is used. The rate has the potential to save customers money if they tend to use most of their electricity during off-peak hours.

Who is eligible for the TOU rate?

New Mexico electric customers under the following rates are eligible for TOU: Residential Service, Small General Service, Small Municipal and School Service, Large Municipal and School Service, General Service at Secondary and Primary voltage, and Irrigation Power Service. Standby customers are not eligible for the TOU rate.

How are customers billed on this rate?

For usage during the months of June through September, a TOU customer will see an on-peak and off-peak energy charge on their electric bill. During the other months of the year, the customer will see the off-peak energy, or, if applicable, demand charge for all hours based on their TOU customer class. The TOU rate is automatically renewed each year, unless the customer requests to be taken off the rate.

Is there a service charge for this rate?

Yes. The following is the monthly service availability charge that is billed to a customer on the TOU rate:

- Residential: \$10.60 per month
- Small General: \$16.30 per month
- Small Municipal and School: \$16.10 per month
- Large Municipal and School: \$39.00 per month
- Secondary General: \$32.60 per month
- Primary General: \$37.90 per month
- Irrigation Power: \$23.30 per month

The TOU service availability charge is \$1 to \$2 more than the standard service availability charge because of the more complex TOU metering and bill calculation process compared to the standard rate options.

What are the energy and demand charges associated with this rate?

The following is the per kilowatt-hour energy charge, and demand charge if applicable, for customers on the TOU rate. On-peak hours are defined as 12 p.m. to 6 p.m., Monday through Friday, June through September.

Residential:

\$0.057780 per kWh for all kWh used during Off-Peak hours

\$0.209810 per kWh for all kWh used during On-Peak hours

Small General:

\$0.043056 per kWh for all kWh used during Off-Peak hours

\$0.214570 per kWh for all kWh used during On-Peak hours

Small Municipal and School:

\$0.036401 per kWh for all kWh used during Off-Peak hours

\$0.196869 per kWh for all kWh used during On-Peak hours

Large Municipal and School:

\$0.009423 per kWh for all kWh used during Off-Peak hours

\$0.162753 per kWh for all kWh used during On-Peak hours

Demand charge: \$8.86 per kW of demand used per month

Secondary General:

\$0.009455 per kWh for all kWh used during Off-Peak hours

\$0.160249 per kWh for all kWh used during On-Peak hours

Demand charge: \$13.01 per kW of demand used per month

Primary General:

\$0.004947 per kWh for all kWh used during Off-Peak hours

\$0.135905 per kWh for all kWh used during On-Peak hours

Demand charge: \$12.59 per kW of demand used per month

Irrigation Power:

\$0.036177 per kWh for all kWh used during Off-Peak hours

\$0.229333 per kWh for all kWh used during On-Peak hours

Demand charge: \$1.65 per kW of demand used per month

Charges for fuel, renewable portfolio standard requirements, energy efficiency, and other charges apply to time of use customers, as well as standard, non-time of use customers.

Is there a minimum contract term?

Customers must contract for service under this tariff for a minimum of 12 consecutive calendar months.

A TOU customer will automatically remain on the rate unless they request to be taken off.

How do I know if the rate is right for me?

We recommend that you evaluate your energy usage and determine if you use more energy during the off-peak times or you can shift your load to those times. On-peak hours are from 12 p.m. to 6 p.m., Monday through Friday during the months of June through September. All other hours and months are considered off-peak. You may also speak to a call center agent for assistance.

How do I sign-up for the TOU rate?

Please give us a call-

Residential Customer Service 1-800-895-4999

Business Solutions Center 1-800-481-4700

How do I get off the TOU rate?

If, after you have fulfilled your 1-year contract commitment, you decide to get off the TOU plan, please contact the customer service center for assistance.