

**CENTRAL VALLEY ELECTRIC COOPERATIVE, INC.  
FOURTH REVISED RULES AND REGULATIONS NO. 11  
CANCELLING THIRD REVISED RULES AND REGULATIONS NO. 11**

**DISCONTINUANCE AND RESTORATION OF SERVICE**

**Application – All Customers**

- I. Consumers who desire or intend to discontinue the use of electricity, move from the premises or in any way terminate their liability hereunder, shall give Central Valley Electric Cooperative, Inc. (CVEC) reasonable notice of such intention orally, by telephone or written notice. The consumer will be liable for all electricity that may be metered upon the premises until such notice is given and the Cooperative has made the final meter reading.
  
- II. Whenever service is discontinued for the convenience of the consumer, labor and transportation charges may apply to partially cover the expense of restoration of service upon customer request, as specified in Rate No. 12.
  
- III. CVEC may discontinue utility service to a customer **without prior notice**, require a security deposit, per 17.5.410.31 NMAC and Rules and Regulation #7, and reserves the right to discontinue the supply of electrical energy and disconnect it's lines and/or remove its property from the premises of the consumer in the event of:
  - A. A condition determined by CVEC to be hazardous;
  - B. Use of equipment in such manner as to adversely affect CVEC's equipment or service to others;
  - C. Tampering with, damaging or deliberately destroying the equipment furnished and owned by CVEC. Customers will be liable for damage to Cooperative property, including illegal diversion of estimated electrical energy;
  - D. Unauthorized use of service provided by CVEC.
  
- IV. CVEC may discontinue service to a customer for:
  - A. Nonpayment of a delinquent account pursuant to 17.5.410.33 NMAC and Rules and Regulation #9;
  - B. Failure to post a security deposit or guarantee pursuant to 17.5.410.33 NMAC, as applicable, except that CVEC may not

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REPLACED BY NMPRC  
BY Operation of Law

Advice Notice No. 50

Signature

  
Executive Vice President

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discontinue service to an existing residential customer solely for failure to pay a deposit;

C. A residential customer’s failure to comply with the terms and conditions of a settlement agreement or installment agreement entered into pursuant to 17.5.410 NMAC and CVEC’s Rule and Regulation #9 approved by the NMPRC.

V. CVEC may discontinue utility service to a customer after three (3) days prior written notice in the form of Form 9, “Three-Day Notice of Discontinuance of Electric Service” in the event of the customer’s:

A. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance, or replacement, pursuant to Rules and Regulation #18;

B. Failure to furnish such service, equipment, permits, certificates, and/or right-of-way as shall have been specified by CVEC as a condition to obtaining service or in the event any such equipment or permissions are withdrawn or terminated;

C. Violation of and/or noncompliance with the utility’s rules on file with and approved by the New Mexico Public Regulation Commission.

D. Provision of a fraudulent medical certification form or financial certification form.

E. Failure to pay for service of the same class at a previous metering point or points (17.9.560.12.F.11 NMAC)

X  
X

VI. **EMERGENCY DISCONTINUANCE OF SERVICE** – Notwithstanding any other provision of 17.5.410 NMAC, CVEC may temporarily and without notice discontinue service for reasons of operation, maintenance, health, safety or a state of emergency.

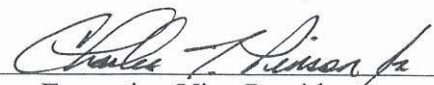
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VII. **RESTORATION OF SERVICE** – Upon a customer’s request, CVEC shall restore service promptly when the cause for discontinuance of service has been eliminated, applicable restoration or reconnection charges paid, and, if required for residential customers, satisfactory payment arrangements have been made. At all times, a reasonable effort shall be made to restore service on the day restoration is requested, and in any event restoration shall be made no later than the next working day following the day on which the cause for discontinuance of service has been eliminated, providing that facilities, power lines or equipment have not been removed from the premises. Provided further that in the event a medical certification and financial certification contemplated by paragraph V.A.6 of Rules and Regulation #9 is received, service shall be reestablished within twelve (12) hours of receipt. X

VIII. **PROHIBITIONS ON DISCONTINUANCE OF SERVICE** – CVEC shall not discontinue service for:

- A. The failure of a residential customer to pay for special services.
- B. The failure of a residential customer to pay for service received at a separate metering point, residence, or location; however, in the event of discontinuance or termination of service at a separate residential metering point, residence, or location, CVEC may transfer any unpaid balance due to any other residential service account of the residential customer and proceed in accordance with section IV above.
- C. The failure of the residential customer to pay for a different class of service received at the same or different location; however, placing more than one meter at the same location for purposes of billing the usage of specific devices under optional rate tariffs or provisions is not construed as a different class of service.
- D. Nonpayment of the disputed amount of a bill, as provided by CVEC Rules and Regulations #10.

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- E. Delinquency in payment for service to a previous occupant of the same premises unless a court has found the new residential customer legally liable for the debt of the previous occupant or the previous occupant continues to reside at the premises.
- F. Failure of a residential customer to pay the bill of another residential customer as guarantor thereof.
- G. Failure of a residential customer to pay an estimated bill rendered in violation of 17.5.410.15 NMAC.
- H. The failure of a residential customer to pay for service received during the heating season if the residential customer qualifies for winter moratorium protection; or
- I. The failure of a residential customer to pay for service received if the utility has received a signed medical certification form and a financial certification form as provided by 17.5.410.43 and 17.5.410.44 NMAC.

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