

CONTINENTAL DIVIDE ELECTRIC COOPERATIVE, INC.  
FIRST REVISED RULE NO. 5  
CANCELLING ORIGINAL RULE NO. 5

METER READING, BILLING AND PAYMENTS

X (NUMEROUS CHANGES)

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- A. The Cooperative shall read all Customer meters each month, either by physically reading the meter or utilizing remote meter-reading technology. In the event it is impossible to read the meters, the reading shall be estimated in accordance with Rule No. 12.
- B. The words "month" and "billing period" are hereby defined to be the elapsed time between two successive meter readings, approximately thirty (30) days apart.
- C. Bills shall be prepared and mailed to each Customer in accordance with the applicable Rate Schedule and will cover the period from the meter-reading day of the previous month to the meter-reading day of the current month. Bills shall be emailed to those Customers who request such service.
- D. Bills shall be monthly sent to Customers according to individual billing cycles that are on, or about the same day of each billing period. If the Cooperative significantly alters a billing cycle, the Cooperative shall notify those affected.
- E. Payment of the amount shown on each bill shall be due not later than twenty (20) days following the billing date, at which time the bill shall be delinquent.
- F. Bills shall be payable at the offices of the Cooperative and at locations in remote areas where the Cooperative has established arrangements to accept payments. Payment can also be made electronically – through the internet or mobile app on the Cooperative's payment portal and through the Cooperative's automated telephone payment system. A Customer can also make arrangements to have their billing charges deducted each month from a financial institution (automatic bank withdrawal).
- G. Failure to receive a bill shall not relieve any Customer of liability for service rendered by the Cooperative.
- H. When a Customer's meter is inaccessible by the Cooperative, the Customer shall be asked to record and submit their meter readings to the Cooperative. This can be done in person, by U.S. Mail on suitable forms provided by the Cooperative, via electronic mail or electronically through the internet at the Cooperative's account management portal. It shall be the Customer's responsibility to promptly forward their meter readings at regular monthly intervals established by the Cooperative.

If a meter reading is not received by the Cooperative by the date set forth, the Customer's kWh usage shall be estimated in accordance with Rule No. 12.

ADVICE NOTICE NO. 69



Continental Divide Electric Cooperative, Inc.  
Robert E. Castillo, Chief Executive Officer

**EFFECTIVE**

**November 1, 2024**

**Replaced by NMPRC**

**By: Operation of Law**

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- I. In the event of stoppage or failure of any meter to register the full amount of current consumption, the Customer's kWh usage shall be estimated in accordance with Rule No. 12.
- J. ADJUSTMENT OF BILLS DUE TO METER OR BILLING ERRORS

When the accuracy of a meter is questioned, or upon request from the Customer, the Cooperative will test the meter by comparing it with a standard meter test.

1. When a meter tests accurate: If the meter has been tested within the preceding eighteen (18) months and is tested at the request of the Customer and found to be accurate within plus or minus 2%, the Cooperative will charge the Customer for performing the test.
2. When a meter tests inaccurate: If the meter is found to be inaccurate more than plus or minus 2%, no charge will be made for testing.

If the date when the error in registration began can be determined, such date shall be the starting point for the determination of the amount of the adjustment.

If the date when the error in registration began cannot be determined, it shall be assumed the error has existed for a period equal to one-half (1/2) the time elapsed since the meter was installed, or one-half (1/2) the time since the last previous test, whichever is later.

Errors in the meter's measurement of a Customer's electricity will be adjusted by the Cooperative with a charge or credit to the Customer's account. In the case where a credit is more than \$25, the Cooperative shall offer a refund, per New Mexico Administrative Code (NMAC) 17.5.410.13(E).

**Back-Billing**

1. Residential Customers who have received a bill with no usage or when no bill has been rendered will receive back-billing for up to six (6) months. Customers shall be given a time period to pay back-billing equal to the period of time of the back-billing.

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2. Non-Residential Customers are limited to twelve (12) months back-billing and 12 months of refund for over-billing. Customers shall be given a time period to pay back-billing equal to the period of time of back-billing.

Notwithstanding the above time limits, the New Mexico Public Regulation Commission may determine a different time limit for back-billing or refunding to achieve a reasonable, fair, and just result.

K. PARTIAL MONTH'S SERVICE TO LARGE COMMERCIAL CUSTOMERS

The following billing procedure will apply when either the initial billing period after service is first established or the final billing period up to the time of discontinuance of service is less than the regular meter reading or billing period of approximately thirty (30) days.

- (a). When service is initially established, or when a Customer transfers to another location and the period of service is less than five (5) days, usage will be carried over to the next month's bill. For all other partial-month service, including all final bills, the bill shall be calculated in accordance with the rates.
- (b). For initial service to consumers served under the Cooperative's Demand Energy Service Rate, the demand and minimum charged will be billed as follows:
  - (i). Where the initial period of said service is less than five (5) days, the billing will be combined and made a part of the next succeeding regular billing period.
  - (ii). Where the initial period of said service is from six (6) to fifteen (15) days inclusive, the minimum charge (if applicable) will be prorated and billed on a 50% basis. The Demand and Energy Charge shall be billed as is actually set for in the Rate Schedule.
  - (iii). Where the initial period of said service is sixteen (16) days or more, and in all cases, where a final bill is involved, the billing will be as set forth in the Rate Schedule with no proration of demand or any charges whatsoever.

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- (iv). For initial service the Customers served under the Cooperative's contract Demand Energy Service Rate will be as set forth in the contract between the Customer and the Cooperative.

L. DISCONNECTION

Customers who request disconnection of electric service shall give the Cooperative reasonable notice of such intention in writing. The Customer shall be liable for all electricity that may be used upon the premises until such notice is given and the Cooperative has made the final meter reading.

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