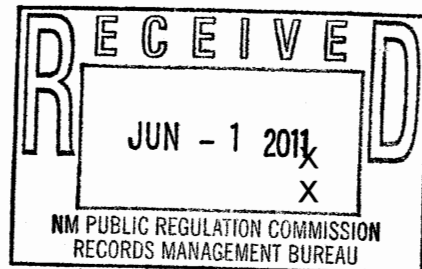


EL PASO ELECTRIC COMPANY  
SECOND REVISED RULE NO. 6  
CANCELLING FIRST REVISED RULE NO. 6

DISPUTED BILLS



Page 1 of 3 X

Notice by Residential Customer:

A residential customer may advise the Company that utility charges are in dispute by written notice, telephone, email, or in person. If a residential customer disputes the amount of utility charges, the residential customer shall pay an amount equal to that part of the utility charges not in dispute. If a residential customer advises the Company that utility charges are in dispute after receiving a notice of disconnection of service and at a time which is less than five (5) days from the date on which disconnection is to occur, the residential customer shall give the Company written notice of the dispute and pay the undisputed amount prior to the date on which disconnection is to occur. X  
X  
X  
X  
X

Manner of Resolving Dispute:

In attempting to resolve a dispute, the Company may employ telephone communication, personal meetings, on-site visits or any other legally acceptable technique reasonably conducive to settlement of the dispute. X

Determination of Disputed Amount:

In determining the disputed amount, the Company may consider the residential customer's prior consumption history, weather variations, the nature of the dispute, and any other pertinent factors in determining the amount not in dispute. X  
X  
X  
X  
X  
X  
X  
X  
X  
X  
X  
X  
X  
X

Payment of Undisputed Amount:

If a residential customer disputes the amount of utility charges, the residential customer shall pay the Company an amount equal to that part of the utility charges not in dispute. The amount not in dispute shall be mutually determined by the parties. In the event the Company and a residential customer cannot agree on the amount not in dispute, the residential customer shall pay the Company an amount equal to 90% of the average monthly consumption for that residential customer's consumption during the preceding year for the three (3) month period which brackets the month in controversy or an amount equal to 90% of the average monthly consumption for that residential customer's X  
X  
X  
X  
X  
X  
X  
X  
X

**EFFECTIVE**

JUL - 1 2011

REPLACED BY NMPRC

BY Rule NO. 17.1.210

Advice Notice No. 221

Signature/Title *David G. Carpenter*

David G. Carpenter  
Senior Vice President-Chief Financial Officer

EL PASO ELECTRIC COMPANY  
SECOND REVISED RULE NO. 6  
CANCELLING FIRST REVISED RULE NO. 6

X  
X

DISPUTED BILLS

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consumption during the preceding year for the three (3) month period which brackets the month in controversy for a residential customer with similar characteristics of utility consumption. Failure of a residential customer to pay the Company the non-disputed amount of utility charges shall constitute a waiver of the residential customer's right to continued service. X  
X  
X

Settlement of Disputed Amount: X

When the dispute is resolved, if applicable, any excess amount paid by the residential customer shall be promptly credited to the residential customer's account, and if the amount is in excess of twenty-five dollars (\$25.00) and if so requested by the residential customer, the excess amount shall be promptly refunded. X

When the Company and a residential customer settle a dispute, the Company and residential customer may enter into a settlement agreement to pay the amount of the bill. X  
X

If the terms of the settlement agreement extend beyond forty-five (45) days, it shall be considered an installment agreement and shall be subject to the requirements of 17.5.410.40 NMAC. X  
X  
X

If a residential customer fails to comply with the settlement agreement, the Company will notify the residential customer at least seven (7) days before discontinuing service that service will be discontinued. X  
X  
X

A settlement agreement to pay an outstanding past due balance does not relieve the residential customer of the obligation to pay future bills on a current basis. X  
X

Adjustment of Bills:

Bills that are incorrect due to meter or billing errors shall be adjusted in accordance with the requirements of 17.9.560 NMAC and 17.10.650 NMAC. X

Notice of Right to File Complaint with Commission:

If the residential customer and the Company are unable to resolve a dispute, the Company representative shall (a) advise the residential customer that if the complaint cannot be resolved to the parties' satisfaction, each has a right to register an informal or formal complaint with the Commission, (b) give the residential customer the address and telephone number where the residential customer may file a complaint with the Commission, and (c) advise the residential customer that a complaint must be filed within seven (7) days or the Company may implement or continue procedures to discontinue service. X  
X

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Signature/Title 

David G. Carpenter  
Senior Vice President-Chief Financial Officer

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X  
X

DISPUTED BILLS

Page 3 of 3 X

If the residential customer is a member a New Mexico tribe or pueblo, the Company shall advise the customer that he or she can request help with translation or other assistance by contacting the Commission's consumer relations division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance. X  
X  
X  
X

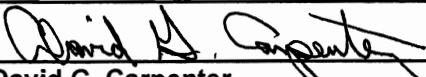
The Commission's consumer relations division, to the extent practicable and consistent with applicable law, should process informal complaints filed by Native Americans in accordance with any applicable guidelines or directives established by the complainant's tribe or pueblo. X  
X  
X  
X

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Senior Vice President-Chief Financial Officer