

ABOUT DISCONNECTION OF SERVICE

In certain circumstances, the Cooperative may be forced to disconnect service to a consumer. The table below sets forth the reasons for a disconnection and the notice, if any, required:

REASON	PRIOR NOTICE
1. Hazardous condition.....	none
2. Use of equipment in such a manner as to adversely affect our equipment or service to others.....	none
3. Tampering with, damaging or deliberately destroying Cooperative equipment.....	none
4. Unauthorized use of service.....	none
5. Non-payment of delinquent account.....	15 days
6. Failure to post security deposit or guarantee.....	15 days
7. Failure to comply with settlement agreement.....	7 days
8. Refusal to grant access at reasonable time to premises.....	3 days
9. Failure to furnish or withdrawal of equipment or permits specified as a condition of service.....	3 days
10. Violation of and/or non-compliance with rules on file and approved by the Commission.....	3 days
11. Failure to fulfill contractual obligations other than settlement agreements.....	3 days
12. Temporary, for operational, maintenance, health, safety or emergency.....	none

Where notice is required, the Cooperative will give notice in accordance with Commission Rule 410 and its tariffs on file with, and approved by the Commission. If a customer has any questions, promptly advise CDEC.

WHEN DISCONNECTION IS NOT PERMITTED

There are also certain circumstances when the Cooperative cannot disconnect service. These are:

1. Failure to pay for special service provided, which is not subject to a tariff.
2. Failure to pay for service received at a separate metering point, residence or location. However, if the other service is disconnected or terminated, the Cooperative may transfer any unpaid balance to your account and disconnect your service on that account for non-payment.
3. Failure to pay for a different class of service at the same or different location.
4. Non-payment of the disputed portion of the bill, if you have paid the non-disputed portion and follow the complaint procedure.
5. Delinquency in payment for services to a previous occupant, unless either a court determines that you are liable, or the previous occupant continues to reside at your premises.
6. Failure to pay the bill of another member, which you have guaranteed.
7. Failure to pay an estimated bill, rendered in violation of Commission Rule 410.
8. Your service will not be disconnected from November 15 through March 15, annually, if you meet the qualification for the Low Income Heating Energy Assistance Program (LIHEAP). To avoid potential disconnection of services, please contact the New Mexico Human Services Department for LIHEAP eligibility information. If you qualify for LIHEAP, bring your paperwork and your service will not be disconnected during the stated time period, if your account has no past due amounts and you remain current on any settlement or installment agreement for amounts due, as of November 15, annually. Contact the NM Human Services Dept. at 800-283-4465 for LIHEAP eligibility information. New Mexico tribal members who need help with translation may contact the NM Public Regulation Commission's Consumer Relations Division at (888) 427-5772, which will contact the appropriate tribal or pueblo official for assistance.