

EPCOR Water New Mexico Inc.  
Edgewood District  
38 Cactus Road  
Edgewood, New Mexico 87015  
505-281-3294

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11:13  
Page 1 of 1

## SAMPLE FORMS

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RECEIVED  
BY [Signature]

JAN 15 2015

REPLACED BY NMDRC  
Operation of Law

BY \_\_\_\_\_

ADVICE NOTICE NO. 39

[Signature]

Daniel S. Bailet  
General Manager, New Mexico

EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

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X

FIFTH REVISED FORM NO. 2-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 13

X

CANCELING FOURTH REVISED FORM NO.2

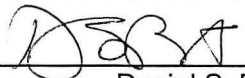
X

2-E. BILL FOR WATER SERVICE

X

ADVICE NOTICE NO. 39

X



X

Daniel S. Bailet  
General Manager, New Mexico

X

RECEIVED  
BY Operation of Law

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

For service at:

EDGEWOOD, NM 87015

Bill date: July 21, 2014

**Your Water Bill**

**Your Account**

Account number [REDACTED]  
District **Edgewood**

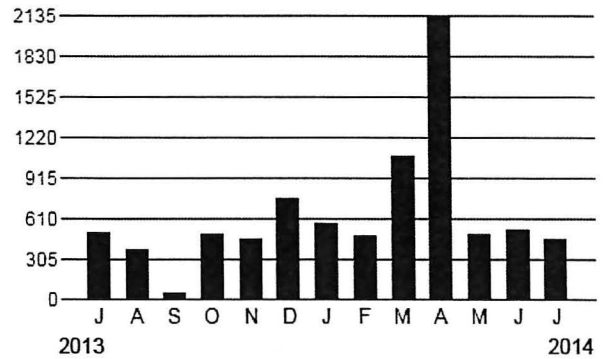
**Your Balance**

Amount of your last bill **\$137.76**  
Your payments as of Jul 21, 2014 (thank you) **-\$138.55**  
**Total Prior Balance **-\$0.79****

**Current Charges **\$63.32****  
(Due August 11, 2014)

**Total Amount **\$62.53****

**Monthly Usage**



Detach and mail this portion with your payment.

Account Number: [REDACTED]

Pay your bill online, by phone or by mail.  
See back for details.

**Amount Due: \$62.53**  
**Due Date: August 11, 2014**

Amount Paid: \$ [REDACTED]

[REDACTED]  
EDGEWOOD, NM 87015-9560

EPCOR Water  
PO Box 80037  
Prescott, AZ 86304-8037



## Bill Period & Meter Information

Billing Period Jun 16 to Jul 16 (30 days)

Rate Type: NM Residential

Service Address

██████████  
EDGEWOOD, NM 87015

Premise Number

██████████

Meter Number

██████████

Meter Type

5/8 inch

Unit of Measure

TEN GALLONS

Meter reading on Jul 16 (actual)

5312

Meter reading on Jun 16 (actual)

4856

---

**Total Water Usage**

**456**

Mult by 10 for gallons

Gallons Used

4560

## Current Activity

### Your Water Charges

Service Charge

\$16.50

Cost of water you used (Jun 16-Jul 16)

400.00 Gallons X \$0.059661

\$23.86

56.00 Gallons X \$0.08

\$4.48

Debt Refunding Credit

-\$1.56

---

**Subtotal of Water Charges**

**\$43.28**

### Your Other Charges

Edgewood Conservation Fee 10G

\$0.14

Water Sewer InHome Protection

\$16.49

---

**Subtotal of Other Charges**

**\$16.63**

### Your Taxes

Gross Receipts Tax-Edgewood

\$3.41

---

**Subtotal of Taxes**

**\$3.41**

**Total Current Charges**

**\$63.32**

## Important Information

Water and Sewer Line Protection billed on behalf of American Water Resources. For information about this service please call American Water Resources at 1-866-430-0819.

Sign up for AutoPay and Paperless Billing for your chance to win an iPad Mini! Visit [epcor.com](http://epcor.com) for more information.

---

## Paying Your Bill

Mail: EPCOR Water  
PO Box 80037  
Prescott, AZ 86304-8037

Phone: 1-800-383-0834

Online: [www.epcor.com](http://www.epcor.com)



EPCOR Water New Mexico Inc.  
Edgewood District

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FIFTH REVISED FORM NO. 5-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 13

X

CANCELING FOURTH REVISED FORM NO.5

X

5-E. FINAL BILL

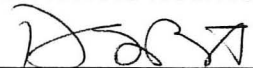
X

EFFECTIVE

JAN 15 2015

BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico

X  
X  
X



**EPCOR WATER**

**Questions / Emergency**

**1-800-383-0834**

24 hrs / 7 days a week

www.epcor.com  
mywater@epcor.com

For service at:

EDGEWOOD, NM 87015

Bill date: October 21, 2014

**Your Water Bill**

**Your Account**

Account number [redacted]  
District **Edgewood**

**Your Balance**

Amount of your last bill \$36.35  
Your payments as of Oct 21, 2014 (thank you) \$0.00  
**Total Prior Balance \$36.35**  
(Due Immediately)

**Current Charges \$6.37**  
(Due November 10, 2014)

**Total Amount \$42.72**

Detach and mail this portion with your payment.

Account Number: [redacted]

Pay your bill online, by phone or by mail.  
See back for details.

**Amount Due: \$42.72**  
**Due Date: November 10, 2014**

Amount Paid: \$ [ ]

000218 000005231  
[barcode]  
[redacted]  
ALBUQUERQUE NM 87112-3458

EPCOR Water  
PO Box 80037  
Prescott, AZ 86304-8037  
[barcode]

00019059300690000000000004272018

Account: [REDACTED]

**Bill Period & Meter Information**

Billing Period Oct 08 to Oct 17 (9 days)

Rate Type: NM Residential

Service Address [REDACTED]  
EDGEWOOD, NM 87015

Premise Number [REDACTED]

Meter Number 67049132  
Meter Type 5/8 Inch  
Unit of Measure TEN GALLONS  
Meter reading on Oct 17 (actual) 65  
Meter reading on Oct 08 (actual) 38

**Total Water Usage 27**

Mult by 10 for gallons  
Gallons Used 270

**Current Activity**

**Your Water Charges**

Service Charge \$4.95  
Cost of water you used (Oct 08-Oct 17)  
27.00 Gallons X \$0.059861 \$1.61  
Debt Refunding Credit -\$0.59

**Subtotal of Water Charges \$5.97**

**Your Other Charges**

Edgewood Conservation Fee 10G \$0.01

**Subtotal of Other Charges \$0.01**

**Your Taxes**

Gross Receipts Tax-Torrance \$0.39

**Subtotal of Taxes \$0.39**

**Total Current Charges \$6.37**

**Important Information**

The due date pertains to current charges only. Any past due balance should be paid immediately.

This is your Final Bill for service. It has been a pleasure serving you and we hope we may again have the opportunity in the future.

**Paying Your Bill**

Mail: EPCOR Water  
PO Box 80037  
Prescott, AZ 86304-8037  
Phone: 1-800-383-0834  
Online: www.epcor.com

EPCOR Water New Mexico Inc.  
Edgewood District

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FIFTH REVISED FORM NO. 6-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 13

CANCELING FOURTH REVISED FORM NO.6

6-E. IMPORTANT NOTICE

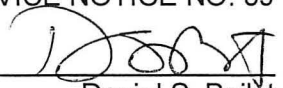
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**EFFECTIVE**

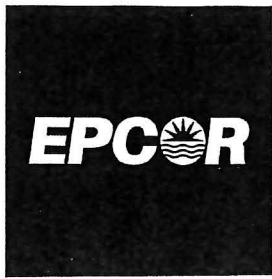
JAN 15 2015

BY Operation of Law

ADVICE NOTICE NO. 39

  
Daniel S. Baillet  
General Manager, New Mexico

X  
X  
X



**WATER**

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

**Amount Due: \${DUEAMT}**

**Due Date: {DUEDT}**

**IMPORTANT NOTICE**

Our records indicate that your account has an outstanding balance of \${DUEAMT}. We notified you of this balance due on your final EPCOR Water bill but there has been no response.

Although you no longer receive water service at this property, you are still responsible for the service provided until the time we were notified to terminate service in your name.

In order to avoid the account being placed with a collection agency, please contact us at {CMPPHONE} within the next 10 days to make payment arrangements.

Our Customer Care representatives are available to help you 24 hours a day, seven days a week.

Thank you for your prompt attention to this matter.

Sincerely,

EPCOR Water Customer Care

\*\* Visit us on the internet at {FOOT1}.

EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

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FIFTH REVISED FORM NO. 7-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 13

CANCELING FOURTH REVISED FORM NO.7

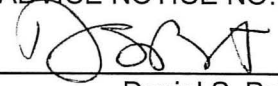
7-E. OVERDUE NOTICE

**EFFECTIVE**

JAN 15 2015

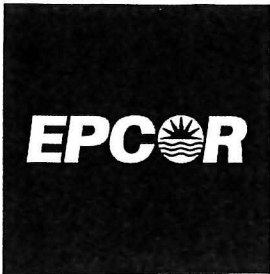
REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico

X  
X  
X



**WATER**

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

**Amount Due: \${DUEAMT}**

**Due Date: {DUEDT}**

**OVERDUE NOTICE**

Your water bill for the amount shown above is now overdue. To assure continued service, payment is due upon receipt of this notice. If payment or other arrangements for payment has been made recently, please disregard this notice.

If you are unable to make payment in full, you may contact EPCOR Water within the next ten (10) days and request the opportunity to make payment arrangements. If you are a recipient of public assistance, contact your caseworker immediately.

If you are unable to pay the balance due by the due date noted above and a seriously ill person or a person whose life may be endangered by discontinuance of service resides at this service address, you may submit a completed physicians notice at least two (2) days prior to the disconnection date. This form is available at our local office.

If you have any questions, our customer service representatives can be reached at {CMPPHONE} and are available to help you 24 hours a day, seven days a week.

Thank you for your prompt attention to this matter.

Sincerely,

EPCOR Water Customer Care

\*\* Visit us on the internet at {FOOT1}.

EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

THIRD REVISED FORM NO. 8-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 14

CANCELING SECOND REVISED FORM NO.8

8-E. 48 HOUR NOTICE

X  
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**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 39

  
Daniel S. Bailet  
General Manager, New Mexico

X  
X  
X





TE}

{var id=CUSTNAME}  
{var id=ACCTADDR1}  
{var id=ACCTADDR2}  
{var id=ACCTADDR3}  
{var id=ACCTADDR4}

Account # {var id=ACCOUNT}  
Premise # {var id=PREMISES}  
{var id=EPCSVCADIN}  
{var id=SVCCITY}, {var id=SVCSTATE} {var id=EPCSV CZIPN}

Amount Due: \${var id=PASTDUEAMT}  
Due Date: {var id=PMTDUE DATE}

## SHUT OFF NOTICE

Dear Customer:

Your EPCOR Water account has become delinquent and is scheduled for turn off. If the amount due is not received in the office by the due date of this letter, your water service will be disconnected the following day. If you have already made your payment, please disregard this notice and accept our thanks for your payment.

To avoid disconnection, please complete one of the following immediately:

- 1) Pay the total amount in our office.
- 2) Call 1-800-383-0834 to make a payment arrangement to pay the full delinquent balance.
- 3) Make a payment via our IVR by calling 1-800-383-0834.
- 4) Make a payment via our website at [epcor.com](http://epcor.com)

**The IVR and website payment options require you to call a customer service representative at 1-800-383-0834 with a confirmation number to stop disconnection of service.**

In accordance with the New Mexico Public Regulation Commission guidelines, should your water service be disconnected, you will be assessed a reconnection fee of \$11.50 before reconnection is performed.

If you are unable to pay the balance due by the due date noted above and a seriously ill person or a person whose life may be endangered by discontinuance of service resides at this service address, you may submit a completed physicians notice at least two (2) days prior to the disconnection date. This form is available at our Edgewood office.

**PLEASE DO NOT MAIL YOUR PAYMENT**

COLNOFREM3

EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

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X

THIRD REVISED FORM NO. 10-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 14

CANCELING SECOND REVISED FORM NO. 10

10-E. NOTICE TO RESIDENTIAL CUSTOMER RECEIVING DISCONNECTION NOTICE


**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico

X  
X  
X

**NOTICE TO RESIDENTIAL CUSTOMERS RECEIVING DISCONNECTION NOTICE**

If there is a seriously ill person residing at your residence or a person whose life may be endangered by discontinuance of service, your water utility service can be continued if you cannot pay the bill and if you will furnish to our Customer Service Department a certificate from a licensed practitioner of the healing arts (Physician) stating that discontinuance of your water utility service might endanger that person's life. The certificate must be delivered to EPCOR Water at least two (2) days prior to the disconnection date. If water service has been discontinued we will reestablish it within twelve (12) hours of receipt of the physicians' certificate AND your statement of inadequate financial resources.

**Physician's Certificate:** .....

Date \_\_\_\_\_ 20 \_\_\_\_\_

I, \_\_\_\_\_ certify that I am a practitioner of the healing arts. I am licensed as a \_\_\_\_\_ holding licenser number \_\_\_\_\_; that on \_\_\_\_\_ 20 \_\_\_\_\_ I conducted an examination of the person of \_\_\_\_\_ who, I am informed, resides in a residence located at \_\_\_\_\_, New Mexico, and that the discontinuance of water utility service to that residence might endanger the aforesaid person's life. The expected duration of this serious illness or life endangering situation is \_\_\_\_\_ days.

\_\_\_\_\_  
Physician's signature

\_\_\_\_\_  
Physician's office address

The following to be completed in the utility company's office:

**Certificate of person responsible for water utility charges:** .....

Date \_\_\_\_\_ 20 \_\_\_\_\_

I, \_\_\_\_\_ certify that I am the person responsible for the charges for water utility service to the residence located at \_\_\_\_\_, New Mexico (served by water meter No. \_\_\_\_\_); that in that residence a seriously ill person or a person whose life may be endangered by discontinuance of service named \_\_\_\_\_ is residing; that I do not have the financial resources to pay water utility charges.

\_\_\_\_\_  
Customer's signature

\_\_\_\_\_  
Customer's address

EPCOR Water accepts this form for a period of \_\_\_\_\_ days, but reserves the right to require additional certification should circumstances appear to have changed.

\_\_\_\_\_  
EPCOR Water Representative

EPCOR Water 的员工能说您的语言 我们的客户服务代表  
乐于用任何语言向您提供任何帮助。要寻求帮助, 请致电: 1-800-383-0834。

EPCOR Water hablamos su idioma.  
Nuestros representantes de servicio al cliente le atenderán con gusto en cualquier idioma.  
Para asistencia, llame al 1-800-383-0834.

Sa EPCOR Water, nagsasalita kami ng inyong wika.  
Maaari kayong tulugan ng aming mga kinatawan sa customer service sa alinmang wika.  
Para humingi ng tulong, mangyaring tawagan ang 1-800-383-0834.

ที่ EPCOR Water เราพูดภาษาของท่านได้  
ตัวแทนฝ่ายบริการลูกค้าของเรายินดีที่จะช่วยเหลือท่านในทุกๆภาษา  
หากต้องการความช่วยเหลือ กรุณาติดต่อ 1-800-383-0834.

EPCOR Water nói được ngôn ngữ của quý vị.  
Các đại diện dịch vụ khách hàng của chúng tôi sẵn sàng  
giúp đỡ quý vị bằng bất cứ ngôn ngữ nào.  
Để được giúp đỡ, xin vui lòng gọi số 1-800-383-0834.

## NOTICIA A CLIENTES RESIDENCIALES QUE HAYAN RECIDIDO NOTICIAS DE DESCONECCION

Si hay una persona seriamente enferma residiendo en su residencia o una persona cuya vida se pondrá en peligro si el servicio de utilidad de agua es descontinuado, el servicio de agua puede ser continuado si usted no puede pagar su cuenta, y si somete al departamento de servicios al cliente, un certificado de un practicante, licenciado en el arte de sanar (Médico), diciendo, que al desconectar el servicio de agua puede poner en peligro la vida de esa persona. El certificado tendrá que ser entregado a EPCOR Water por lo menos dos (2) días antes de la fecha de desconexión. Si el servicio ha sido descontinuado, restableceremos el servicio entre doce (12) horas de haber recibido el certificado del medico y su declaración de recursos financieros inadecuados.

**Certificado del Médico:** .....

Fecha \_\_\_\_\_ 20 \_\_\_\_\_

Yo, \_\_\_\_\_ certifico que soy un practicante en el arte de sanar. Estoy licenciado como un \_\_\_\_\_ teniendo licencia número \_\_\_\_\_; que en \_\_\_\_\_ 20 \_\_\_\_\_ Yo examiné a la persona llamada: \_\_\_\_\_ quien, estoy informado, reside en la residencia situada en \_\_\_\_\_, New Mexico, y que al descontinuar el servicio de agua a esa residencia puede poner en peligro la vida de la persona antes mencionada. Se espera que la duración de esta seria enfermedad o situación que pone en peligro la vida sea \_\_\_\_\_ días.

\_\_\_\_\_  
Firma Del Médico

\_\_\_\_\_  
Dirección

La siguiente informacion será lleñada en la oficina de la compañía (de utilidad):

**Certificado del la persona de responsable pos los cargos del servicio de utilidad de agua:** .....

Fecha \_\_\_\_\_ 20 \_\_\_\_\_

Yo, \_\_\_\_\_ certifico que soy la persona responsable pos los cargos del servicio de utilidad de agua de la residencia situada en \_\_\_\_\_, New Mexico (servida por el medidor de agua numero \_\_\_\_\_); que en esa residencia reside una persona seriamente enferma o una persona cuya vida puede ponsere en peligro si el servicio es descontinuado. Ésta persona se llama \_\_\_\_\_ y que no tengo recursos financieros para pagar la cuenta de agua.

\_\_\_\_\_  
Firma del Cliente

\_\_\_\_\_  
Dirección

EPCOR Water aceptará esta forma por el periodo de \_\_\_\_\_ días, pero reserva el derecho de requerir más certificación se las circunstancias parecen haber cambiado.

\_\_\_\_\_  
Representante de EPCOR Water

EPCOR Water 的员工能说您的语言 我们的客户服务代表  
乐于用任何语言向您提供任何帮助。要寻求帮助，请致电：1-800-383-0834。

EPCOR Water hablamos su idioma.  
Nuestros representantes de servicio al cliente le atenderán con gusto en cualquier idioma.  
Para asistencia, llame al 1-800-383-0834.

Sa EPCOR Water, nagsasalita kami ng inyong wika.  
Maaari kayong tulugan ng aming mga kinatawan sa customer service sa alinmang wika.  
Para humingi ng tulong, mangyaring tawagan ang 1-800-383-0834.

ที่ EPCOR Water เราพูดภาษาของท่านได้  
ตัวแทนฝ่ายบริการลูกค้าของเรายินดีที่จะช่วยเหลือท่านในทุกๆภาษา  
หากต้องการความช่วยเหลือ กรุณาติดต่อ 1-800-383-0834.

EPCOR Water nói được ngôn ngữ của quý vị.  
Các đại diện dịch vụ khách hàng của chúng tôi sẵn sàng  
giúp đỡ quý vị bằng bất cứ ngôn ngữ nào.  
Để được giúp đỡ, xin vui lòng gọi số 1-800-383-0834.

EPCOR Water New Mexico Inc.  
Edgewood District

THIRD REVISED FORM NO. 11-E

**SAMPLE FORMS**

CANCELING SECOND REVISED FORM NO.11

11-E. ELECTRONIC FUNDS TRANSFER APPLICATION

NEW MEXICO X  
PUBLIC REGULATION X  
COMMISSION  
FILED X

2014 DEC 15 AM 11 14X

X  
X  
X

**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico

X  
X  
X



[REDACTED]

3/21/2013

Account Number: [REDACTED]

Premise Number: [REDACTED]

Service Address: [REDACTED]

Dear [REDACTED]:

Thank you for your interest in EPCOR Water's automatic payment service. As you've requested, we've included an enrollment application for the program.

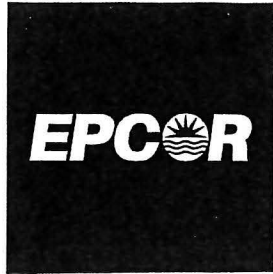
Please continue to send payment in your usual manner until a "Do Not Pay" notice appears on your bill. You should expect to see this message on your bill within the next 30-45 days depending on the frequency of your billing.

We appreciate your participation in the automatic payment service. If you have any further questions or wish to discuss this matter, please feel free to contact us at 1-800-383-0834. We are available 24 hours a day, seven days a week.

Sincerely,

EPCOR Water Customer Care

Enclosure



**WATER**

**AutoPay Application**

With AutoPay, your water bill payment can be automatically deducted from your bank account. EPCOR Water will continue to mail a copy of your monthly water bill to you in advance so you know the amount to be deducted from your bank account. Your next water bill will include your enrollment into AutoPay (process may take 30 to 45 days). Contact our office immediately if you have any questions regarding the payment amount. You may cancel AutoPay at any time simply by notifying us in writing. If you change banks or account numbers, please complete another application.

Signing up is easy. Simply complete this form and mail it, **along with a voided check**, to:

EPCOR Water  
P.O. Box 370  
Edgewood, NM 87015

If you have any questions, simply call our Customer Care team at 1-800-383-0834, 24 hours a day, 7 days a week.

Name (as shown on bill): \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

EPCOR Water Account number: \_\_\_\_\_

Daytime phone: \_\_\_\_\_

I hereby authorize EPCOR Water and the financial institution designated in this application to withdraw from my checking or savings account payment for my water bill and sewer bill (if applicable). I understand that both the financial institution and EPCOR Water reserve the right to terminate this payment plan and/or my participation therein. I also understand that, at any time, I may elect to discontinue my enrollment in this plan by providing written notice.

Name and address of bank or financial institution: \_\_\_\_\_

Bank Account number: \_\_\_\_\_

Checking or Savings Account      Circle one

Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_

EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

THIRD REVISED FORM NO. 12-E

**SAMPLE FORMS**

CANCELING SECOND REVISED FORM NO.12 2014 DEC 15 AM 11 14

12-E. PAYMENT AGREEMENT

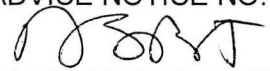
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**EFFECTIVE**

JAN 15 2015

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BY Operation of Law

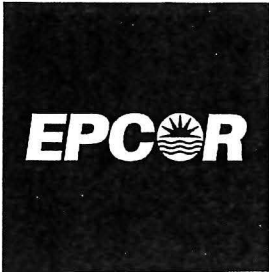
ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico

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# WATER

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

This letter is to confirm the payment arrangements you have made with EPCOR Water on {NOTICEDT}. The arrangements we have agreed upon are as follows:

{TERMS1}	{TERMS2}	{TERMS3}
{TERMS4}	{TERMS5}	{TERMS6}
{TERMS7}	{TERMS8}	{TERMS9}
{TERMS10}	{TERMS11}	{TERMS12}
{TERMS13}	{TERMS14}	{TERMS15}
{TERMS16}	{TERMS17}	{TERMS18}
{TERMS19}	{TERMS20}	{TERMS21}
{TERMS22}	{TERMS23}	{TERMS24}

Note your scheduled payments must also include any current charges that are issued each month.

**This payment arrangement is firm.** All amounts due (both current and your payment plan) must be received by the due date. If payment is not received as scheduled your water service may be discontinued. If water service is discontinued, a reconnection fee may be required, in addition to the full outstanding balance, to restore water service during normal working hours. If your financial circumstances change due to conditions beyond your control and you cannot keep the agreement, please contact Customer Service, to arrange for a new agreement, if eligible.

Please be sure to mail all payments to the address noted below. To ensure proper posting of your payment, we ask that you include the above account number on your remittance.

{LBNAME}  
{LBADDR}  
PRESCOTT, AZ 86304

Should you have any questions or concerns about your payment arrangement, please call our Customer Care team at {CMPPHONE}. We are available 24 hours a day, seven days a week. Thank you for your cooperation.

Sincerely,

EPCOR Water Customer Care

EPCOR Water New Mexico Inc.  
Edgewood District

SECOND REVISED FORM NO. 14-E

**SAMPLE FORMS**

CANCELLING FIRST REVISED FORM NO. 14

14-E. WATER LINE EXTENSION AGREEMENT

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 14

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**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico

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## WATER LINE EXTENSION AGREEMENT

This WATER LINE EXTENSION AGREEMENT (this "Agreement") is made and entered into as of the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_ by and between EPCOR Water New Mexico Inc., a New Mexico Corporation ("Company"), and \_\_\_\_\_, a New Mexico Domestic Limited Liability Company, located at \_\_\_\_\_, ("Developer").

### RECITALS:

- A. Developer proposes to develop a \_\_\_\_-acre parcel with single family residential units totaling approximately \_\_\_\_ lots known as \_\_\_\_\_(the "Development"), located near \_\_\_\_\_ as described in **Exhibit "A"**.
- B. Developer desires to secure water service to the Development from Company.
- C. Company supplies water service in the area of the Development, including areas contiguous with the Development, as a public utility subject to regulation by the New Mexico Public Regulation Commission (the "Commission"). Company holds a Certificate of Convenience and Necessity issued by the Commission that authorizes Company to provide public water service to the Development.
- D. Water service to the Development will require certain improvements and additions to Company's water system.
- E. Developer and Company desire to enter into an agreement establishing their respective rights, duties and obligations with respect to the design, construction, and costs of the improvements, facilities, and additions necessary to supply water service to the Development.

NOW THEREFORE, in consideration of the foregoing recitals and the parties' mutual covenants, agreements and undertakings set forth herein, and for other good and valuable consideration the receipt of which the parties hereby acknowledge, Company and Developer hereby agree as follows:

1. Construction of Line Extension. Company agrees to construct, own, operate and maintain a \_\_\_\_-inch water line extension of approximately \_\_\_\_\_ feet (the "Extension") for the purpose of furnishing public water service to the Development. Company also agrees to install, own, operate and maintain \_\_\_\_ fire hydrants (the "Fire Hydrants") on the Extension for the purpose of furnishing public fire protection to the Development. The Extension and Fire Hydrants are described in greater detail in **Exhibit "B"**. Developer understands and agrees that the minimum diameter size of water mains in the Extension will be eight inches and that the Extension excludes "service connection lines" to Developer's premises.
2. Oversizing of Line Extension. Developer understands and agrees that a portion of the Extension will be oversized to accommodate off-site water demands. The oversizing will result in a portion of the Line Extension to be \_\_\_\_-inch water line, as shown in Exhibit "B", though the Development only requires a \_\_\_\_-inch water line. Company shall pay for the amount by which the material price of the \_\_\_\_-inch water line exceeds the actual material price of the \_\_\_\_-inch water line in this portion of the Line Extension. Developer will not be responsible for paying for this difference in material costs.
3. Grant of Rights of Way, Easements. Developer shall, at no cost to Company, and as a condition to Company's commencement of construction of the Extension, grant or cause to be granted to Company, perpetual rights-of-way and easements, each in a form reasonably satisfactory to Company's legal counsel, for Company's ownership, construction, operation,

maintenance, replacement and removal of the Extension and Fire Hydrants. Each such easement shall be accompanied by an ALTA survey and real property title report reasonably satisfactory to Company's legal counsel.

4. Payment by Developer. As a condition to Company's commencement of any engineering or construction activities with respect to the Extension or Fire Hydrants, Developer shall pay Company, as a refundable advance in aid of construction for the Extension, the amount of \$\_\_\_\_\_ (the "Advance"), and as a non-refundable contribution in aid of construction for the Fire Hydrants, the amount of \$\_\_\_\_\_ (the "Contribution"), both representing Company's estimate of the cost of engineering and constructing the Extension and Fire Hydrants, as required for Company's delivery of water service and fire protection to the Development. Developer also agrees to pay, as and when due, Company's standard connection charges and other tariff charges for "service connection lines" to Developer's premises.

Upon Company's completion of the engineering and construction of the Extension and Fire Hydrants, Company shall tabulate Company's total costs of such engineering and construction for the Extension and Fire Hydrants separately (the "Actual Costs"). If the amount of the Actual Costs for the Extension is less than the amount of the Advance, or if the amount of the Actual Costs for the Fire Hydrants is less than the amount of the Contribution, Company will promptly refund to Developer an amount equal to the difference between the Advance or Contribution and the Actual Costs. If the amount of the Actual Costs for the Extension is greater than the amount of the Advance, or if the amount of the Actual Costs for the Fire Hydrants is greater than the amount of the Contribution, Developer will promptly pay to Company an additional amount equal to the difference between the amount of the Actual Costs and the amount of the Advance or Contribution.

5. Refunds to Developer. The Developer's costs and fees that are defined under this Agreement as a refundable Advance in aid of construction will be refunded by Utility to Developer as described in this paragraph. The amount to be refunded annually shall be ten percent (10%) of Utility's revenues (excluding all gross receipts taxes, sales taxes and district, municipal, county, state and federally imposed regulatory assessments) derived from the provision of water service to each consumer whose service line is directly connected to the Extension. Refunds shall be payable for a period of ten (10) years from the date of completion of construction of the Extension, but in no event shall the refunds paid to Developer exceed the Actual Costs paid by Developer as an Advance in aid of construction. Any unrefunded balance of such Advances remaining at the end of the applicable refund period shall become non-refundable. No interest shall be paid on any amount advanced by Developer.

6. Interconnections. Company has the right to, and may in the future, connect its existing or future water systems to the Extension, and Company has the right to add as many customers and make such extensions and additions to, or beyond, the Extension as may be necessary or desirable in Company's conduct of its water business. If Company elects to exercise its rights under this paragraph, Developer shall have no obligation under this Agreement to bear any costs relating to any resulting required replacement of the Extension, or any portion of the Extension, with larger water mains and lines.

7. Filing with the Commission. Upon execution of this Agreement by Developer and Company, Company shall file this Agreement with the Commission.

8. Indemnification. Developer indemnifies and holds Company, its officers, directors, agents, and employees harmless from and against all claims, damages, costs and expenses, including penalties and assessments, attorneys' fees and court costs, to which they or any of them may be subjected by reason of injury, death, loss, claim, penalty, assessment or damage caused or contributed to by the active or passive negligence of Developer, its agents, servants, employees, contractors or subcontractors in the execution of the work or in connection therewith. If any suit or other proceeding is brought on this account, Developer will assume the defense at

Developer's expense and will pay all judgments rendered therein. The foregoing indemnity does not cover any negligent or wrongful acts of Company, its officers, directors, agents or employees.

9. Notices. All notices, requests, consents, directions and other instruments and communications required or permitted to be given under this Agreement shall be in writing and shall be deemed to have been duly given if delivered personally, if mailed first-class, postage prepaid, registered or certified mail, or if sent by electronic mail (followed with confirmation of receipt by telephone conversation), as follows:

If to Company:

EPCOR Water New Mexico Inc.  
Attn: District Manager  
38 Cactus Road  
Edgewood, NM 87015

If to Developer:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Attention: \_\_\_\_\_

or to such other address and to the attention of such other person(s) or officer(s) as any party may designate by written notice. Any notice mailed shall be deemed to have been given and received on the third business day following the day of mailing.

10. Assignment. Developer may not transfer, assign, pledge or hypothecate its rights, interests or obligations under this Agreement, without, in each instance, the prior written consent of Company.

11. Successors. This Agreement shall inure to the benefit of, be binding upon, and be enforceable by the parties hereto and their respective successors and assigns.

12. Entire Agreement. This Agreement constitutes the entire agreement and understanding between the parties relating to the subject matter of this Agreement and supersedes all prior representations, communications and arrangements, whether oral, written or inferred, between the parties relating to such subject matter. This Agreement may not be modified or amended, except upon a written instrument executed by a duly authorized representative of each of the parties hereto.

13. Governing Law; Jurisdiction and Venue. This Agreement, its interpretation, validity and the performance hereof shall be governed by and construed in accordance with the laws of the state of New Mexico, without giving effect to its conflicts of laws provisions.

14. Amendments and Waivers. This Agreement shall not be amended or modified except by a writing duly executed by Company and Developer. The waiver of any breach of any term or condition of this Agreement shall not be deemed to constitute the waiver of any other breach of the same or any other term or condition.

15. No Third Party Beneficiaries. Any agreement contained, expressed or implied in this Agreement shall be only for the benefit of the parties to this Agreement and their respective legal representatives, successors and assigns, and such agreements shall not inure to the benefit of any third party, it being the intention of the parties to this Agreement that no person or entity shall be deemed a third party beneficiary of this Agreement.

16. Counterparts. This Agreement may be executed in any number of counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

17. Headings. The headings contained in this Agreement are intended solely for convenience and shall not affect the rights of the parties to this Agreement.

IN WITNESS WHEREOF, the parties have duly executed and delivered this Agreement as of the day and year first above written.

EPCOR Water New Mexico Inc.

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_

By: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## **EXHIBIT A**

### Description of the Development

**EXHIBIT B**

Description of the Extension and Fire Hydrants



EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

FIRST REVISED FORM NO. 15-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 14

CANCELING ORIGINAL REVISED FORM NO.15

15-E. NOTICE TO CUSTOMERS RECEIVING REMINDER NOTICE

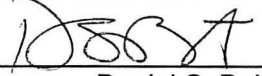
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**EFFECTIVE**

JAN 15 2015

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BY Operation of Law

ADVISE NOTICE NO. 39

  
Daniel S. Bailet  
General Manager, New Mexico

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**WATER**

{Name}  
{Mailing address}  
{Mailing address}  
{Mailing address}

{Date}  
Account Number: {#####}  
Premise Number: {#####}  
Service Address: {service address}  
{Service address}

**Amount Due: {\$\$}**

**Due Date: {date}**

**OVERDUE NOTICE**

Your water bill for the amount shown above is now overdue. To assure continued service, payment is due upon receipt of this notice. If payment or other arrangements for payment has been made recently, thank you and please disregard this notice.

If you are unable to make payment in full, you may contact EPCOR Water within the next fifteen (15) days and request the opportunity to make payment arrangements. If you are a recipient of public assistance, contact your case worker immediately.

If you are unable to pay the balance due by the due date noted above and a seriously ill person or a person whose life may be endangered by discontinuance of service resides at this service address, you may submit a completed physicians notice at least two (2) days prior to the disconnection date. This form is available at our Edgewood area office.

You may contact us for a review of your bill. Payment of the undisputed portion of your bill will postpone discontinuance until the dispute is resolved. If you disagree with the determination, you may file a complaint with the New Mexico Public Regulation Commission in accordance with Title 17 NMAC 12.

If there is a third party (friend, relative or agency) that will assist in paying your bills, and you want us to notify them when disconnect notices are sent, please contact us.

According to the company's tariff approved by the New Mexico Public Regulation Commission, if your service is disconnected due to nonpayment, you will be assessed a reconnection fee, which is due prior to reconnection. The reconnection fee during regular business hours is \$11.50. The reconnection fee before and after hours is \$90.

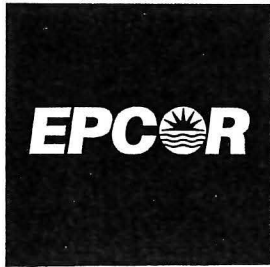
If you have any questions, our Customer Care representatives can be reached at 1-800-383-0834 and are available to help you 24 hours a day, seven days a week. You can also visit our office at 38 Cactus Road Monday through Friday between the hours of 8 a.m. and 4 p.m.

Thank you for your prompt attention to this matter.

Sincerely,

EPCOR Water Customer Care

\*\* Visit us on the internet at [epcor.com](http://epcor.com)



**WATER**

### Aviso de Vencimiento

Su cuenta de agua por la suma que aparece arriba está vencida. Para asegurar que su servicio no sea interrumpido, debe pagar al recibir esta notificación. Si ya pagó en estos días o hizo algún otro arreglo al respecto, se lo agradecemos y le pedimos que haga caso omiso de este aviso.

Si no puede pagar el total de la cuenta, puede contactar a *EPCOR Water* dentro de los próximos quince (15) días para acordar un sistema de pago. Si usted recibe asistencia pública debe contactar inmediatamente a su asistente social.

Si usted no puede pagar el saldo antes de la fecha de vencimiento escrita arriba y una persona seriamente enferma o una persona cuya vida puede ser puesta en peligro al discontinuar este servicio vive en esta dirección, usted puede enviarnos un formulario firmado por un médico a más tardar dos días antes de la fecha de desconexión del servicio. Este formulario lo consigue en nuestra oficina del área de Edgewood.

Puede contactarnos para revisar su cuenta. El pago de la porción de su cuenta que no esté en disputa pospone la suspensión del servicio hasta que se resuelva la disputa. Si usted no está de acuerdo con la decisión, puede presentar una queja a la Comisión de Reglamentación Pública de Nuevo México de acuerdo con el Título 17 NMAC 12.

Si hay un tercero (amigo, pariente o agencia) que vaya a ayudar a pagar sus cuentas y usted desea que les avisemos cuando enviemos avisos de desconexión, por favor contáctenos.

Según las tarifas de la compañía aprobadas por la Comisión de Reglamentación Pública de Nuevo México, si desconectamos su servicio por falta de pago, se le cobrará una tarifa de reconexión, la cual debe pagarse antes de la reconexión. El precio de la reconexión durante horas hábiles es \$11.50. El precio de la reconexión antes o después del horario laboral es \$90.

Si tiene alguna pregunta, puede contactar a uno de nuestros representantes de Atención al Cliente en el 1-800-383-0834. Ellos están disponibles 24 horas al día, siete días a la semana. También puede visitar nuestra oficina en 38 Cactus Road de lunes a viernes entre las 8 a.m. y las 4 p.m.

Gracias por su pronta atención a este asunto.

Atentamente,

Oficina de Atención al Cliente de *EPCOR Water*

\*\* Visítenos en el Internet en [epcor.com](http://epcor.com)

EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
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SECOND REVISED FORM NO. 16-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 14

CANCELING FIRST REVISED FORM NO.16

16-E. IMPORTANT NOTICE OF COLLECTION EFFORTS

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JAN 15 2015

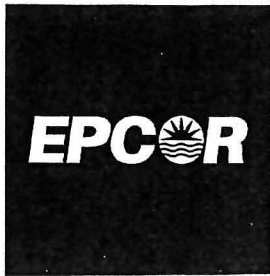
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BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico

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# WATER

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

**Amount Due: \${DUEAMT}**

**Due Date: {DUEDT}**

### IMPORTANT NOTICE

Our records indicate that your account has an outstanding balance of \${DUEAMT}. We notified you of this balance due on your final EPCOR Water bill but there has been no response.

Although you no longer receive water service at this property, you are still responsible for the service provided until the time we were notified to terminate service in your name.

In order to avoid the account being placed with a collection agency, please contact us at {CMPPHONE} within the next 10 days to make payment arrangements.

Our Customer Care representatives are available to help you 24 hours a day, seven days a week.

Thank you for your prompt attention to this matter.

Sincerely,

EPCOR Water Customer Care

\*\* Visit us on the internet at {FOOT1}.

EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
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THIRD REVISED FORM NO. 17-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 14

CANCELING SECOND REVISED FORM NO.17

17-E. FIRE SERVICE CONTRACT

**EFFECTIVE**

JAN 15 2015

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BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico

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\_\_\_\_\_  
\_\_\_\_\_

Customer Service Address

\_\_\_\_\_  
\_\_\_\_\_

Customer Mailing Address

PRIVATE FIRE PROTECTION SERVICE AGREEMENT

This PRIVATE FIRE PROTECTION SERVICE AGREEMENT (this "Agreement") is made and entered into as of the \_\_\_\_ day of \_\_\_\_\_, in the year \_\_\_\_\_ by and between EPCOR Water New Mexico Inc, a New Mexico Corporation ("Company"), and \_\_\_\_\_, ("Customer").

Company and Customer agree that Company will furnish and install, at the expense of the Customer, a(n) \_\_\_\_ inch fire line that is approximately \_\_\_\_ feet long that connects from the Company's \_\_\_\_ inch main located \_\_\_\_\_, to a point near the Customer's property line.

Company and Customer agree that the aforesaid connection will be furnished and used under the following conditions and express rules and regulations, and that the same are hereby made a part of this Agreement, and will be faithfully performed and complied with by the Customer.

(1) This connection is to be used for fire protection purposes only, and is to have no connection whatsoever with any taps that may be used for any other purpose. Due to the danger of water contamination, this connection shall have no connection with any other source of supply.

(2) Customer agrees specifically not to draw any water whatsoever through this connection for any purpose except for the extinguishment of fires and for periodic tests of the fire protection system.

(3) Customer agrees to give Company reasonable notice of the time of all tests so that, if desired, Company may have a representative present to witness the tests. Such notification may be given by telephone.

(4) Customer agrees to provide access to Company to allow Company to inspect this connection at any reasonable time.

(5) This connection is and will remain the property of the Customer, his successor or assigns, and will be maintained by Customer, his successor or assigns.

(6) Customer agrees to pay the monthly charge of \_\_\_\_\_ for this connection, monthly in advance, as stated in Company's tariff. This charge is subject to change from time to time as the rates may be modified by the New Mexico Public Regulation Commission.

(7) This water is to be supplied subject to the rights of the City to use water in the street mains through hydrants for fire protection purposes. The right is also reserved by Company to shut

**EPCOR WATER NEW MEXICO INC**

off the supply at any time in case of accident, or to make alterations, extensions, connections or repairs. Company makes no guarantee as to the pressure in this pipe, or the main supplying the same, and shall not, under any circumstances, be held liable for loss of damage to Customer for a deficiency or failure in the supply of water, whether occasioned by the shutting off of water in case of accident or for alterations, extensions, connections, or repairs, or for any cause whatsoever.

(8) Customer agrees to comply in all details with the Rules and Regulations of the New Mexico Public Regulation Commission applicable to Private Fire Protection Services.

(9) Customer agrees to comply in all details with the Regulations of the State Health Department applicable to Cross Connection and Private Fire Protection Services.

(10) Any vault, and piping facilities therein, required by Company will be constructed and maintained by, and at the expense of, Customer. Such vault shall be located on the customer's premises at a point near as possible to the curb line. The vault shall contain an approved detector check valve and controlling post indicator valve, subject to approval by Company. All piping, fixtures and valves shall be maintained in good condition by and at the expense of the Customer. Vault construction and piping arrangements shall be approved by the Company.

(11) Customer shall furnish in triplicate, drawings approved by the Insurance Service Office (ISO) or another comparable agency approved by Company showing the piping, valves, hydrants, tanks, openings and any appurtenances contemplated by Customer. Such drawings shall also show any other supply system and pipe lines and appurtenances that may exist on the premises.

(12) Customer shall obtain the written approval of the Chief of the Fire Department having jurisdiction, who, by such approval, shall affirm that, in his opinion, the public fire protection will not be endangered by the proposed connection to be made for the Customer.

(13) Violation by Customer of any of these conditions, rules and regulations shall entitle Company at its option to disconnect the pipe and/or shut off the service without notice. Any waiver of any violation or violations shall not be construed as a waiver of any subsequent violation.

IT WITNESS WHEREOF, the parties have duly executed and delivered this Agreement as of the day and year first above written.

Customer EPCOR Water New Mexico Inc.

Signature: \_\_\_\_\_ By: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

Fire Department: \_\_\_\_\_

Fire Chief Signature (Per Item 12): \_\_\_\_\_ Date: \_\_\_\_\_



EPCOR Water New Mexico Inc.  
Edgewood District

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PUBLIC REGULATION  
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FIRST REVISED FORM NO. 18-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 14

CANCELING ORIGINAL REVISED FORM NO.18

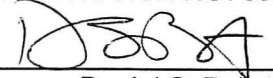
18-E. THIRD PARTY NOTIFICATION PROGRAM

**EFFECTIVE**

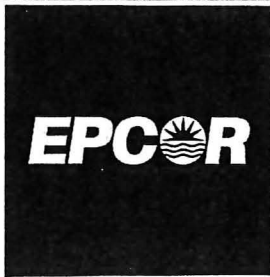
JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39

  
Daniel S. Bailet  
General Manager, New Mexico

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X



**WATER**

**(Company Full Name)**

(Company Address 1), (Company Address 2), (Company City) (Company State) (Company Zip)  
(Company Phone)

(Mailing Address Name)  
(Mailing Address 1)  
(Mailing Address 2)  
(Mailing City) (Mailing State) (Mailing Zip)

(Letter Date)

Account Number: (Cmp Id)-(Account Number)-(Check Digit)  
Premise Number: (Premise Number)  
(Service Address 1)(Service Address 2)

**THIRD PARTY NOTIFICATION PROGRAM**

In the event water service may be shut off for non-payment of your water bill, a third party notification program has been established by (Company Full Name). A third party is someone who will look out for your well-being.

The third party must be named in advance. This person may be a relative, guardian, trustee, social service group, or any individual who has interest in your welfare.

The third party receives a copy of all reminder notices, past due notices, and shut off notices, so that he/she can take action to help you.

If you wish to sign up for this service, you must complete the bottom portion of this form and return it to (Company Full Name), (Company Address 1)(Company Address 2), (Company City) (Company State) (Company Zip).

I authorize (Company Abbreviation) to send a copy of any reminder notices, past due notices, or shut off notices to:

\_\_\_\_\_  
(Name of Third Party - Please Print)

at \_\_\_\_\_  
(Address)

Telephone Number \_\_\_\_\_, to insure water service is not shut off.

\_\_\_\_\_  
(Customer's Name - Please Print)

\_\_\_\_\_  
(Signature of Third Party)

\_\_\_\_\_  
(Address)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Customer's Signature)

Service No. \_\_\_\_\_

Account No. \_\_\_\_\_

EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

ORIGINAL FORM NO. 19-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 14

19-E. NOTICE OF ELECTRONIC FUNDS TRANSFER DEACTIVATION

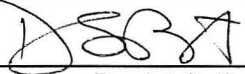
**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



[REDACTED]

3/21/2013

Account Number: [REDACTED]

Premise Number: [REDACTED]

Service Address: [REDACTED]

Dear [REDACTED] :

Our payment processing center has recently notified us of a problem with your automatic payment information. As a precaution, we have deactivated your participation in the program until the source of the problem can be identified.

In some cases, our processing center has received notice that your checking or savings account may be closed or cannot be located.

We would like to clear up any problems and re-activate your participation in the program as soon as possible. A new authorization form has been included. Please supply the necessary information and return this letter along with your signed application form and a voided check or preprinted deposit slip to:

EPCOR Water  
P.O. Box 370  
Edgewood, NM 87015

Thank you for your prompt attention to this important matter. If you have any further questions or concerns, please contact our Customer Care team at 1-800-383-0834. We are available 24 hours a day, seven days a week.

Sincerely,

EPCOR Water Customer Care

Enclosure



**WATER**

**AutoPay Application**

With AutoPay, your water bill payment can be automatically deducted from your bank account. EPCOR Water will continue to mail a copy of your monthly water bill to you in advance so you know the amount to be deducted from your bank account. Your next water bill will include your enrollment into AutoPay (process may take 30 to 45 days). Contact our office immediately if you have any questions regarding the payment amount. You may cancel AutoPay at any time simply by notifying us in writing. If you change banks or account numbers, please complete another application.

Signing up is easy. Simply complete this form and mail it, **along with a voided check**, to:

EPCOR Water  
P.O. Box 370  
Edgewood, NM 87015

If you have any questions, simply call our Customer Care team at 1-800-383-0834, 24 hours a day, 7 days a week.

Name (as shown on bill): \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code \_\_\_\_\_

EPCOR Water Account number: \_\_\_\_\_

Daytime phone: \_\_\_\_\_

I hereby authorize EPCOR Water and the financial institution designated in this application to withdraw from my checking or savings account payment for my water bill and sewer bill (if applicable). I understand that both the financial institution and EPCOR Water reserve the right to terminate this payment plan and/or my participation therein. I also understand that, at any time, I may elect to discontinue my enrollment in this plan by providing written notice.

Name and address of bank or financial institution: \_\_\_\_\_

Bank Account number: \_\_\_\_\_

Checking or Savings Account      Circle one

Signature: \_\_\_\_\_ Printed Name: \_\_\_\_\_

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 20-E

**SAMPLE FORMS**

20-E. LANDLORD REVERT AGREEMENT

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 14

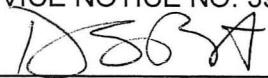
**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC  
Operation of Law

BY \_\_\_\_\_

ADVICE NOTICE NO. 39



\_\_\_\_\_  
Daniel S. Bailet  
General Manager, New Mexico



{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}

Service Address: {SAD1}, {SCIT}, {SST}

Dear Landlord:

This letter is to inform you that water service at the address listed above has reverted to your account due to the Landlord Revert Agreement currently set up for this address. The Landlord Revert Agreement assures that water service to the address is not disconnected when a tenant moves. You will soon begin receiving monthly bills for this service address.

If you do not wish to have the Landlord Revert Agreement in place for this service address, you may cancel the agreement at any time by contacting EPCOR Water's Customer Care team. Please note that if you cancel this agreement and water service is disconnected because the tenant moves, service will no longer automatically revert to your name.

If you have questions about this notice or the Landlord Revert Agreement, please call our Customer Care team at {CMPPHONE} or email {FOOT2}. Our Customer Service Representatives are available 24 hours a day, seven days a week.

Sincerely,

Customer Care  
EPCOR Water

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 21-E

**SAMPLE FORMS**

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 15

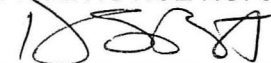
21-E. NOTICE OF METER TEST

**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico





**WATER**

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCTNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

As you requested, we visited your property on {SCHEDDT} and read your water meter. The reading was {READING}. This reading is consistent with the meter reading reflected on your most recent bill.

If you have any questions, please call our customer service representatives at {CMPPHONE}. Thank you.

Sincerely,

EPCOR Water Customer Service

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 22-E

**SAMPLE FORMS**

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 15

22-E. NOTICE OF METER REREAD

**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 39

  
\_\_\_\_\_  
Daniel S. Bailet  
General Manager, New Mexico



{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCTNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

As you requested, we visited your property on {SCHEDDT} and read your water meter. The reading was {READING}.

During our visit, we found movement on the water meter, which may indicate that water was being used, or that there is a leak at the property.

If you have any questions, please call our customer service representatives at {CMPPHONE}. We are available 24 hours a day, seven days a week. Thank you.

Sincerely,

EPCOR Water Customer Service

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 23-E

**SAMPLE FORMS**

23-E. NOTICE OF SERVICE SHUT OFF

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

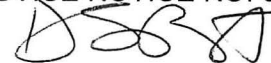
2014 DEC 15 AM 11 15

**EFFECTIVE**

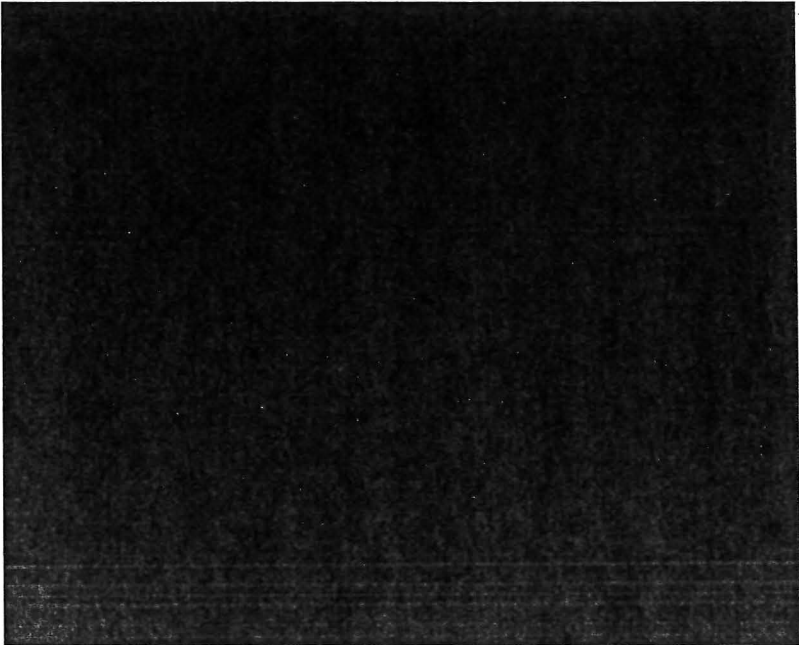
JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Baillet  
General Manager, New Mexico



# SERVICE SHUT OFF NOTICE

We regret that your water service is being discontinued for the following reason:

- Failure to make payment.
- We have not been allowed access to your property to obtain an actual meter reading.
- Failure to allow access for a meter change.
- A leak in your service line was not repaired.
- You have not provided your billing information.

Service address/account: \_\_\_\_\_

Date of visit: \_\_\_\_\_

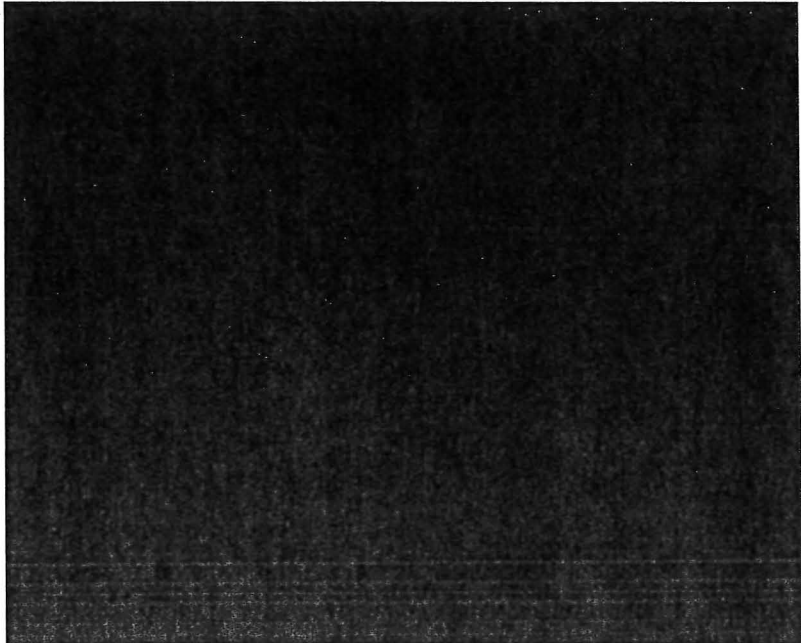
Notes: \_\_\_\_\_

To resolve this matter, please contact us immediately.



**SHUT OFF**

CUSTOMER SERVICE  
**epcor.com**  
24 HOURS A DAY, 7 DAYS A WEEK  
(800) 383-0834



## NOTIFICACIÓN DE CORTE DE SERVICIO

Lamentamos comunicarle que su servicio de agua ha sido interrumpido por el siguiente motivo:

- Falta de pago.
- No hemos podido acceder a su propiedad para obtener una lectura real de medidor.
- No se permitió el acceso para cambiar el medidor.
- No se reparó una pérdida en su línea de servicio.
- No ha proporcionado su información de facturación.

Dirección de servicio/cuenta: \_\_\_\_\_

\_\_\_\_\_

Fecha de la visita: \_\_\_\_\_

Notas: \_\_\_\_\_

\_\_\_\_\_

Para resolver este problema, comuníquese con nosotros de inmediato.



# CORTE

SERVICIO AL CLIENTE

[epcor.com](http://epcor.com)

LAS 24 HORAS DEL DÍA, LOS 7 DÍAS DE LA SEMANA

(800) 383-0834

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 24-E

**SAMPLE FORMS**

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 15


24-E. NOTICE OF UNREAD METER

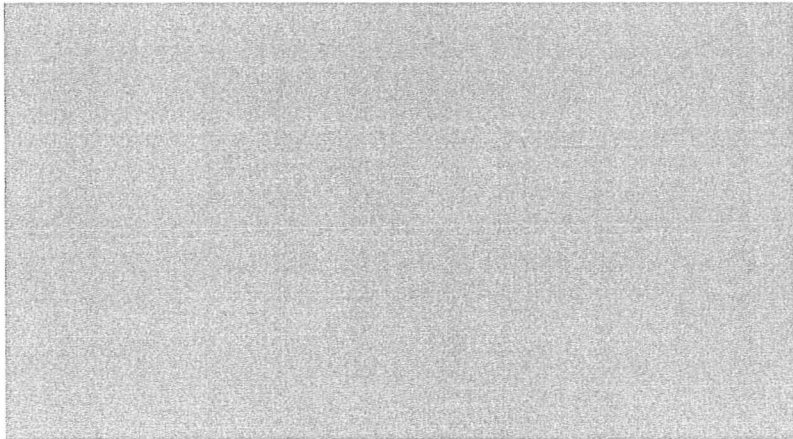
**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39

  
\_\_\_\_\_  
Daniel S. Bailet  
General Manager, New Mexico



## WE HAVE A PROBLEM...

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

Dear Customer:

- Your water meter was not read this month and will be estimated because:
- Your water meter was hard to read this month because:
  - Meter box covered with rock or gravel
  - Landscaping Greenery
    - Covers meter lid
    - Overhangs onto meter lid
    - Is planted too close
  - Animal Unrestrained
  - Other: \_\_\_\_\_

It is the customer's responsibility, under the rules of the Arizona Corporation Commission, to keep the meter location unobstructed and accessible at all times. Please provide two feet on all sides of the water meter to permit safe access for our meter readers.

**Thank you for your cooperation.**

**EPCOR WATER**

CUSTOMER SERVICE  
epcor.com  
24 HOURS A DAY, 7 DAYS A WEEK

(800) 383-0834  
Page 2 of 2



EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 25-E

**SAMPLE FORMS**

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 15

25-E. NOTICE OF SERVICE

**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



## SORRY WE MISSED YOU.

The following services were performed at your property today:

- |  |  |
|--|--|
| <input type="checkbox"/> Read and checked water meter.   | <input type="checkbox"/> No movement on outside meter observed (leak not indicated).   |
| <input type="checkbox"/> Billing verification meter reading.   | <input type="checkbox"/> Meter registers movement. Check property for leaks.   |
| <input type="checkbox"/> Meter reading is correct.   | <input type="checkbox"/> Obtained your billing information.  |
| <input type="checkbox"/> Meter reading incorrect. You will receive a new billing amount. Correct reading is _____. | <input type="checkbox"/> Customer requested investigation.   |
| <input type="checkbox"/> Results available after two business days.  | <input type="checkbox"/> Due to emergency improvements to the water system, your water will be temporarily shut off on _____ from _____ until _____. |
| <input type="checkbox"/> Installed or changed the water meter.   | <input type="checkbox"/> Water was turned off at the house valve.  |
| <input type="checkbox"/> Installed or changed the outdoor remote meter reading device.                             | <input type="checkbox"/> Water was turned off at the meter box.  |
| <input type="checkbox"/> Removed your water meter.   | <input type="checkbox"/> Contact Customer Service regarding returned mail/new customer hookup.   |
| <input type="checkbox"/> Turned your water off for repairs as requested.   | <input type="checkbox"/> Checked pressure. Pressure is _____.  |
| <input type="checkbox"/> Turned your water on.   | <input type="checkbox"/> New customer: to apply for service please contact Customer Service at (800) 383-0834.                                       |
| <input type="checkbox"/> Investigated a high water bill.   |  |
| <input type="checkbox"/> Investigated a water leak.  |  |

Date of visit: \_\_\_\_\_

Notes: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

It was a pleasure to serve you.

**EPCOR WATER**

# SERVICE

CUSTOMER SERVICE

[epcor.com](http://epcor.com)

24 HOURS A DAY, 7 DAYS A WEEK

(800) 383-0834



## LAMENTAMOS NO HABERLE ENCONTRADO.

Los siguientes servicios se prestaron hoy en su propiedad:

- Lectura y verificación del medidor de agua.
- Lectura del medidor para verificar la facturación.
  - La lectura del medidor es correcta.
  - La lectura del medidor es incorrecta. Se le facturará una nueva cantidad. La lectura correcta es \_\_\_\_\_.
  - Los resultados estarán disponibles después de dos días hábiles.
- Instalación o cambio del medidor de agua.
- Instalación o cambio del dispositivo de lectura del medidor remoto externo.
- Retiro de su medidor de agua.
- Interrupción de su servicio de agua para efectuar reparaciones, según lo solicitado.
- Restablecimiento del servicio de agua.
- Investigación de una factura por servicio de agua elevada.
- Investigación de una pérdida de agua.
- No se observaron movimientos en el medidor externo (pérdida no indicada).
- El medidor registra movimientos. Verificar la propiedad para detectar pérdidas.
- Se obtuvo su información de facturación.
- Investigación solicitada por el cliente.
- Debido a mejoras de emergencia en el sistema de agua, su servicio será cortado temporalmente el \_\_\_\_\_, desde \_\_\_\_\_ hasta \_\_\_\_\_.
- El servicio de agua fue interrumpido en la válvula de la vivienda.
- El servicio de agua fue interrumpido en la caja del medidor.
- Comuníquese con el Centro de Servicio al Cliente en relación con correspondencia devuelta/conexión de cliente nuevo.
- Verificación de la presión. La presión es \_\_\_\_\_.
- Cliente nuevo: para solicitar el servicio, comuníquese con el Centro de Servicio al Cliente llamando al (800) 383-0834.

Fecha de la visita: \_\_\_\_\_

Notas: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Fue un placer ayudarle.

**EPCOR WATER**

# SERVICIO

SERVICIO AL CLIENTE  
**epcor.com**

LAS 24 HORAS DEL DÍA, LOS 7 DÍAS DE LA SEMANA  
**(800) 383-0834**

Page 3 of 3

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 26-E

**SAMPLE FORMS**

26-E. PAYMENT RECEIPT

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 15

**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



38 Cactus Road  
Edgewood, NM 87015  
1-800-383-0834  
epcor.com  
mywater@epcor.com

# PAYMENT RECEIPT

Receipt # E001

Date: \_\_\_\_\_

Acct #: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_

\_\_\_\_\_ Check # \_\_\_\_\_

\_\_\_\_\_ Money Order

\_\_\_\_\_ Cash

Description of Purchase: \_\_\_\_\_ Received By: \_\_\_\_\_

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 27-E

**SAMPLE FORMS**

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 15

27-E. NOTICE OF HIGH CONSUMPTION

**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



# WATER

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

One of our responsibilities as your water service company is to give you all the information you need to manage your water use, and to alert you when we notice something out of the ordinary. While at your property to get a meter reading, we noticed that your water use is considerably higher than normal.

There could be many reasons for unusually high water use and not all of them necessarily indicate a problem. We suggest that you check your property for possible problems which could cause unusually high water use. If you determine that the source of the high water use is the result of a broken service line or internal plumbing problem, we encourage you to take steps as soon as possible to prevent recurring high bills.

If you cannot determine the reason for your higher water use or anything else related to your account, please call us at your convenience at {CMPPHONE}. We are available 24 hours a day, seven days a week to assist you. You may also find useful information for identifying high water use on our website. Please visit us at [{FOOT1}](#).

Sincerely,

EPCOR Water Customer Care

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 28-E

**SAMPLE FORMS**

28-E. NOTICE OF CUSTOMER REQUESTED INVESTIGATION

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 15

**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC  
Operation of Law

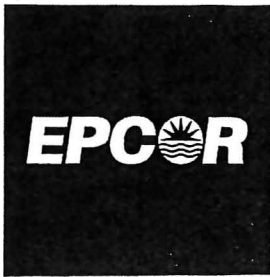
BY \_\_\_\_\_

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico





**WATER**

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

This letter is in reference to an inquiry of {PC1} regarding the above account. We have investigated your concerns and determined that your charges and account balance are correct as rendered for the billing period of {PC2} to {PC3}.

Should you need more information or wish to discuss the details of our investigation, please contact our Customer Care team at {CMPPHONE} for assistance. Please contact us to discuss extended payment terms if the amount of this charge creates a financial hardship and you are unable to remit full payment. Associates are available to assist you 24 hours a day, seven days a week.

Sincerely,

EPCOR Water Customer Care

EPCOR Water New Mexico Inc.  
Edgewood District

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

ORIGINAL FORM NO. 29-E

**SAMPLE FORMS**

2014 DEC 15 AM 11 15

29-E. NOTICE TO CUSTOMERS REQUESTING A CREDIT REFERENCE


**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



**WATER**

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

To be considered for a letter of credit reference, EPCOR Water requires that a customer has received service for a minimum of six months, has been issued no more than three notices of delinquency, and has not had service terminated for non-payment during the most current service year.

EPCOR Water appreciates your prompt payment history. Our records indicate you have made satisfactory payments on the above-referenced account since {LASTPYDT}.

Thank you for being a valued customer of EPCOR Water.

Sincerely,

EPCOR Water Customer Care

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 30-E

**SAMPLE FORMS**

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

30-E. LANDLORD SERVICE AGREEMENT NOTICE AND AGREEMENT

2014 DEC 15 AM 11 15

**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39

  
Daniel S. Bailet  
General Manager, New Mexico



{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

In order to transfer rental property service into your name automatically when a tenant calls for disconnection of service, we will require your signature on the enclosed "Landlord Service Agreement". The only exception is if service is turned off due to a violation of any EPCOR Water rules and/or for non-payment of service.

Please complete the Landlord Service Agreement and mail it to:

{CMPNAME}  
{CMPADDR1}  
{CMPADDR2}

If you have any questions, please call our Customer Care team at {CMPPHONE}. We are available 24 hours a day, seven days a week to assist you.

Sincerely,

EPCOR Water Customer Care

Enclosure



**WATER**

**Landlord Service Agreement**

I, \_\_\_\_\_, certify to EPCOR Water that I am the owner of the rental properties listed on the table below and that I desire for EPCOR Water to provide uninterrupted public utility water service to each of those rental premises. Accordingly, for each such property, I authorize EPCOR Water to transfer into my name the public utility water service for that property upon termination of that service to any third party. Public utility water service at the premises will then remain in my name, and I will be responsible for payment of the related charges, until the earlier of (i) the transfer of that service into the name of a successor tenant at the property, or (ii) my request that my service at the premises be terminated.

For each property listed on the table below, (i) the automatic transfer of public utility water service authorized by my submittal of this form will remain in effect until revoked, in writing, by me or by any third party providing evidence of its ownership of that property; and (ii) I understand it is my responsibility to revoke the authorization granted by my submittal of this form upon my sale of that property. If I fail to revoke this form, I may remain liable for service provided to that property even after my sale of the property.

Service Address	Account Number

Owner Name:  Owner Signature:

Mailing Address:

Phone Number:  Date:

**FOR OFFICE USE ONLY**

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 31-E

**SAMPLE FORMS**

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 15

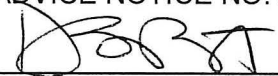
31-E. LIST OF NEW MEXICO BACKFLOW ASSEMBLY RECOGNIZED TESTERS

**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



## Companies in New Mexico Employing Certified Backflow Prevention Assembly Testers Recognized by EPCOR Water

Revised January 2013

Lobo Fire Protection <i>(Services Clovis and Edgewood)</i>	575-507-7692
Mark Carpenter's Plumbing Inc.	575-763-8985

To be placed on EPCOR Water's list of recognized companies, the following four (4) items are required:

- 1) Contractor's License
- 2) Cert. Tester documents
- 3) Gauge Certificate
- 4) Proof of Liability insurance of at least \$1 million



EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 32-E

**SAMPLE FORMS**

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 15

32-E. NOTICE OF 1<sup>ST</sup> INSUFFICIENT FUNDS

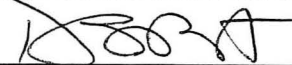
**EFFECTIVE**

JAN 15 2015

REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



# WATER

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

We recently received your payment for water service in response to the last billing statement. We thank you for your promptness; however, your check in the amount of \${NSFAMT} was returned on {NSFDT}.

We wanted to alert you as soon as possible, so that you can take the steps necessary to keep your account current. Please resubmit your payment today. This will help to avoid any service interruptions and reconnection fees that would result.

If you have any questions, please call our Customer Care team at {CMPPHONE}. We are available 24 hours a day, seven days a week to assist you.

Sincerely,

EPCOR Water Customer Care

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 33-E

**SAMPLE FORMS**

33-E. NOTICE OF 2<sup>ND</sup> INSUFFICIENT FUNDS

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

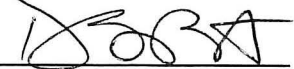
2014 DEC 15 AM 11 16

**EFFECTIVE**

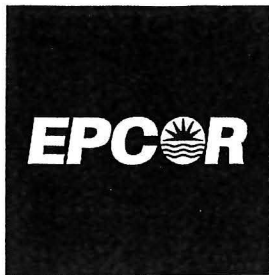
JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



**WATER**

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Premise Number: {PREMISENO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

We thank you for your efforts to make prompt payments on your account for water service. However, it has come to our attention that your checks have been returned twice within the past 12 months.

When two checks are returned within a 12 month period, we convert the account to a "cash only" status. This means for the next 12 months, you will only be able to make payments on your account at a local payment center using cash or a money order. For a list of payment locations, contact our Customer Care team or visit us at [{FOOT1}](#).

If you have any questions, please call our Customer Care team at {CMPPHONE}. We are available 24 hours a day, seven days a week.

Sincerely,

EPCOR Water Customer Care

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 34-E

**SAMPLE FORMS**

34-E. NOTICE OF DISCONTINUED SERVICE

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 16

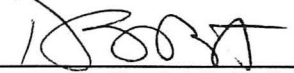
**EFFECTIVE**

JAN 15 2015

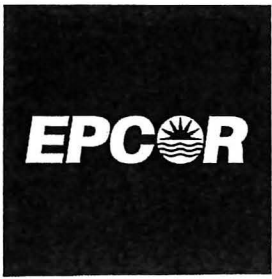
REPLACED BY NMPRC

BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



# WATER

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}  
Account Number: {ACCNO}  
Service Address: {SAD1}  
{SCIT} {SST} {SFMTZIP}

Dear {CUST\_NAME1} {CUST\_NAME2}:

This letter confirms that water service at the address of {SAD1} in {SCIT}, {SST} was discontinued on {PDT1}. The balance on the account has been paid in full and is at a zero balance.

If you have any questions, please call our Customer Care team at {CMPPHONE}. We are available 24 hours a day, seven days a week to assist you.

Sincerely,

EPCOR Water Customer Care

EPCOR Water New Mexico Inc.  
Edgewood District

ORIGINAL FORM NO. 35-E

**SAMPLE FORMS**

NEW MEXICO  
PUBLIC REGULATION  
COMMISSION  
FILED

2014 DEC 15 AM 11 16

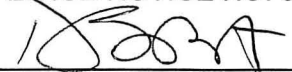
35-E. NOTICE OF SALES TAX EXEMPTION REQUIREMENTS

**EFFECTIVE**

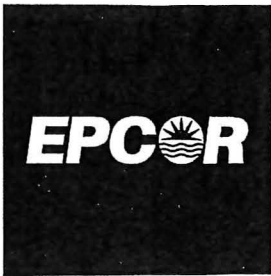
JAN 15 2015

REPLACED BY NMPRC  
BY Operation of Law

ADVICE NOTICE NO. 39



Daniel S. Bailet  
General Manager, New Mexico



**WATER**

{SoldTo}  
{SoldTo2}  
{SoldTo3}  
{SoldTo4}  
{SoldTo5}

{NOTICEDT}

Account # {ACCNO}

RE: New Mexico Gross Receipts Tax (Sales Tax)

Dear {CUST\_NAME1},

Our records indicate that you are not being charged sales tax on your EPCOR Water bill. In order to continue receiving a sales tax exemption on your water service, you will need to provide to EPCOR the State of New Mexico Non-Taxable Transaction Certificate (NTTC). Your account will not maintain its exempt status without an approved certificate on file with EPCOR Water.

The State of New Mexico issues the Non-Taxable Transaction Certificate (NTTC). An application from the state can be found at <http://www.tax.newmexico.gov/SiteCollectionDocuments/acd-31050-fr.pdf>. The NTTC must be specific to EPCOR with EPCOR's name and Combined Reporting System (CRS) ID number:

- EPCOR WATER NEW MEXICO INC.
- CRS# 02-046527-00-0

Once we receive the New Mexico Non-Taxable Transaction Certificate, your account will retain the tax exempt status.

**This will be the only notification you will receive to update your tax exemption status. We must receive the approved certificate by December 31, 2014.**

Please mail or fax your certificate to:

EPCOR Water  
c/o Vertex Business Services  
PO Box 1696  
Scottsbluff, NE 69361

Fax: 1-308-630-9767

If you have questions about this request, please call us. We are available 24 hours a day, seven days a week at 1-800-383-0834.

Sincerely,

EPCOR Water Customer Care