

APR 30 2018

MORA-SAN MIGUEL ELECTRIC COOPERATIVE, INC.
FIRST REVISED RULE NO. 13
CANCELLING ORIGINAL RULE NO. 13

NM PUBLIC REGULATION COMM
RECORDS MANAGEMENT BUREAU
X

SETTLEMENT AGREEMENTS OF DELINQUENT ACCOUNTS - ALL CUSTOMERS

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Purpose: To establish an internal procedure for addressing Consumers who fall behind on payment of their monthly electric bill. MSMEC is required to collect amounts owed for electricity sold to the Consumer. Consumers cannot always remain current on their monthly bill. MSMEC allows "Delinquent" Settlement Agreements to be entered into in such circumstances. Settlement Agreements, once entered, shall be binding; thus allowing for the timely collection of the delinquent amount due. Execution of a Settlement Agreement shall serve as the formal agreement between MSMEC and the Consumer to bring the account balance current on the delinquent amounts owed. No other arrangements, verbal or written, shall serve for resolving delinquent payments.

Definition: For the purpose of this policy, delinquent shall mean, a MSMEC Consumer who has been identified as being 30 days or longer past due payment of MSMEC electric charges with a past due balance of more than \$100.00 and has been identified as delinquent per MSMEC regulations pertaining to designation of delinquent status.

1. The Consumer may request a Settlement Agreement by phone, in lieu of disconnection of service. The Cashier, Member Service Representative (MSR), or Billing/IT Supervisor shall inform Consumer that they shall fill out a Settlement Agreement at either the Mora or Pecos offices.

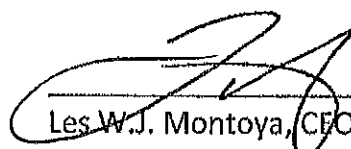
ADVICE NOTICE 62

EFFECTIVE

MAY 30 2018

REPLACED BY NMPRC

BY Rule No. 210



Les W.J. Montoya, CEO/General Manager
Mora-San Miguel Electric Cooperative, Inc.

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2. MSMEC Cashier or MSR shall fill out a Settlement Agreement with the Consumer's information. The Cashier or MSR and the Consumer shall agree on an amount of payments to be made and the time frame allowed for the delinquent amount to be paid in full, based on the following payment schedule:
 - Delinquent amounts less than \$500, the Consumer will be required to pay the past due balance within three months, in addition to all current balances.
 - Delinquent amounts of \$501 to \$1000, the Consumer will be required to pay the past due balance within six months, in addition to all current balances.
 - Delinquent amounts of \$1,001 to \$2,000, the Consumer will be required to pay the past due balance within one year, in addition to all current balances.
 - Delinquent amounts of \$2,001 to \$3,000, the Consumer will be required to pay the past due balance within one year and six months, in addition to all current balances.

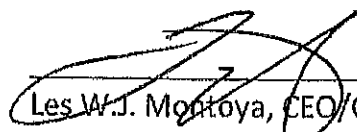
3. Cashier or MSR shall obtain the signature of the Consumer in person and sign as a witness.

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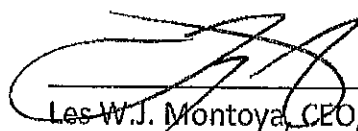
4. The IT/Billing Supervisor will sign as the MSMEC Authorized Representative and ensure that all signatures and dates are included to formally execute the agreement. A history comment shall be entered into the Consumer's history indicating that a settlement agreement has been entered, term of the agreement and the amount to be paid each month. The original document will be filed.
5. Execution of a Settlement Agreement shall override any other action related to disconnecting service for nonpayment.
6. Cashier, MSR, or IT/Billing Supervisor shall monitor compliance of Settlement Agreements with all Consumers on a monthly basis. MSR shall notify IT/Billing Supervisor of Consumers who fail to comply with agreement arrangements.
7. If the Consumer fails to pay the monthly installments of the delinquent amount or current charges, as specified, MSMEC may take such actions as deemed appropriate to enforce this agreement, including accelerating the payment of the delinquent balance amount due and proceed to collect as permitted by law or regulation. Failure to comply with Settlement Agreement terms may require MSMEC to disconnect service in compliance with MSMEC regulations and laws.
8. In the event of legal default, as specified above the Consumer agrees to pay MSMEC's costs of collection, including reasonable attorney fees to the extent permitted by law or regulation.

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