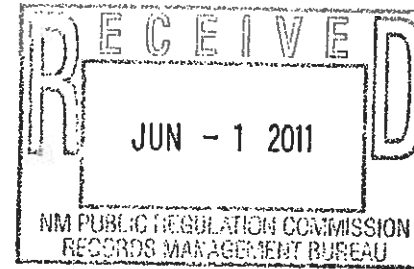


NEW MEXICO GAS COMPANY
FIRST REVISED - RULE NO. 17
CANCELLING ORIGINAL RULE NO. 17



BILLING DISPUTES
(x) Numerous Changes

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I. Policy

It is the policy of the Company to provide a means for Customers to address concerns regarding bills.

II. Procedures

1. Notice by Customer

- a. A Customer may advise the Company that gas charges are in dispute by written notice, telephone, e-mail or in person. In any event, the Customer shall pay the undisputed amount of the gas charges within twenty (20) calendar days from the date of rendition.

2. Manner of Resolving Dispute

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

3. Determination of Disputed Amount

- a. If a Customer disputes the amount of utility charges, the Customer shall pay the Company an amount equal to that part of the gas charges not in dispute. The parties shall mutually determine the amount not in dispute.

4. Payment of Non-Disputed Amount

- a. Failure of a Customer to pay the Company the non-disputed amount of utility charges shall constitute a waiver of the Customer's right to continued service.
- b. When the dispute is resolved, the Company and Customer may enter into a settlement agreement to pay the amount of the bill.
- c. If the terms of the settlement agreement extend beyond forty-five (45) days, it shall be considered an installment agreement and shall be subject to the requirements of Company Rule No. 12 and 17.5.410 NMAC.
 - (i) If a Customer fails to comply with the settlement agreement. The Company shall notify the Customer at least seven (7) days before discontinuing service that service will be discontinued.
 - (ii) A settlement agreement to pay an outstanding past due balance does not relieve the Customer of the obligation to pay future bills on a current basis.

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JUL - 1 2011

Advice Notice No. 24

Rebecca Carter
Rebecca Carter
Regulatory Affairs

REPLACED BY NMPRC
BY Rule no. 17.1.210

NMGCO#2373101

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Page 2 of 2

5. Adjustment of Bills

- a. Bills which are incorrect due to meter or billing errors shall be adjusted in accordance with the requirements of 17.10.650.11(E) NMAC.

6. Notice of Right to File Complaint with Commission

- a. When the Customer and Company meet in person, by telephone, e-mail, or otherwise to resolve a dispute, the Company representative shall:
- (i) Advise the Customer that if the complaint cannot be resolved to the parties' satisfaction, each has a right to register an informal or formal complaint with the Commission;
 - (ii) Give the Customer the address and telephone number where the Customer may file a Complaint with the Commission; and
 - (iii) If the Customer is a member of a New Mexico tribe or pueblo, the Company shall advise the Customer he or she can request help with translation or other assistance by contacting the Commission's Consumer Relations Division.

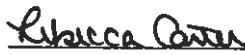
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