

RECONNECTION OF SERVICE

Any customer whose service is discontinued may be required to pay a reconnection fee and service charge in addition to all other fees and charges before being reconnected to any system operated by Zia Natural Gas Company.

ENERGY ASSISTANCE PROGRAMS

The New Mexico Human Services Department offers the Low-Income Home Energy Assistance Program (LIHEAP) to help low income families pay their heating bills. In Hobbs, the office is located at 2120 North Alto, Suite D, (575)397-3400. In Lincoln County, the office is located at 26387 Highway 70, (575)378-1762. In Dona Ana County, the main office is located at 655 Utah Ave., (575)524-6500. In Raton, the office is located at 1233 Whittier St., (575)445-2308. Special consideration in determining deposit amounts and payment agreement terms may be made for residential customers who qualify for LIHEAP.

WINTER MORATORIUM PROTECTIONS

Your service will not be disconnected from November 15 through March 15 if you meet the qualifications of the Low Income Home Energy Assistance Program (LIHEAP) and have no past due amounts or you remain current on any payment agreement for past due amounts as of November 15. For more information, call the Human Services Departments listed above or the tribe or pueblo entity that administers a tribe's or pueblo's LIHEAP. Members of New Mexico tribes or pueblos who need help with translation or other matters may contact the NMPRC Consumer Relations Division at (888) 427-5772.

PAYMENT OPTIONS

Payment can be made by cash, check, or money order in your local office. Payment can be made by check or money order in the drop box located in each local office parking lot or by mail in the envelope provided with your bill. Zia also offers an automatic bank draft program for no additional charge.

Payments made through third-party payment processors, including online payments made through Zia's website, are subject to additional service fees charged directly by the third-party payment processor. Zia has no control over the amount of these service fees and does not have the ability to refund or waive this fee.

HOW TO READ YOUR METER

On your gas meter, refer to the four large dials. Read the dials from left to right, and write down the lowest number the hand of each dial has passed. That gives you the current reading on your meter. To determine how much gas you've used, subtract the previous month's reading, shown on your bill, from the current reading. (Dial sample below reads 3924.)



If you have any questions about your natural gas service, please call or visit your local office. We're here to help you.

For the Lincoln County Area:

100 Short Drive
Ruidoso Downs, New Mexico 88346
575-378-4277
800-520-4277

For the Hobbs and Jal Areas:

510 E. Bender
Hobbs, New Mexico 88240
575-392-4277
800-470-9900

For the Dona Ana County and Hatch Area:

3700 W. Picacho Ave.
Las Cruces, NM 88007
575-526-4427
800-453-5546

For the Maxwell, Springer and Raton Areas:

575-375-2277

Maxwell Village Hall
(payment center only)
316 Maxwell Avenue
Maxwell, New Mexico 87728

Springer Village Hall
(payment center only)
606 Colbert Ave.
Springer, New Mexico 87747



ZIA NATURAL GAS COMPANY

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CUSTOMER SERVICE GUIDE

Zia Natural Gas Company is committed to providing reliable and economical natural gas service to all its customers. This Customer Service Guide is provided to you as a summary of the terms and conditions of service Zia is required to maintain under state regulation. A complete copy of Zia's Rates, Rules and Forms is available for your review in each of our district offices. If you have any questions about your natural gas service, please call or visit your local district office. This summary is being provided to you in accordance with NMPRC Rule 17.5.410 NMAC.



NEW MEXICO'S NATURAL CHOICE....
ZIA NATURAL GAS COMPANY

APPLYING FOR SERVICE

All customers are required to fill out an Application Form and bring it or send it by fax or email to the local office. A customer who owns or is purchasing a home or can provide a credit reference from another utility will not be required to pay a security deposit. Security deposits will be required for a customer who has not previously had utility service and who has not established an acceptable credit rating, for a customer who has been delinquent in payments three or more times in one year ("Chronically Delinquent"), or as a condition for reconnection of service following discontinuance of service by the company, or for any customer who is renting or leasing a home or apartment, unless that customer has previously been a Zia customer. A deposit for a residential customer shall not exceed an amount equivalent to one sixth (1/6) of that customer's estimated annual billings. If there is not a comparable period of service at that premises, then the deposit shall be based upon consumption of similar customers in the same area. The rates, fees, and charges to be charged to a customer can be found in Zia's approved Rate Schedules, available for review on the company website or in each local office.

BILLING PROCEDURES

A. Your Natural Gas Bill

Your natural gas bill includes the following charges, based upon the amount of usage:

1. Cost of gas - this is the cost for the gas supply purchased by Zia for delivery to its customers. Zia purchases its gas supply on a contract based on market costs. Zia does not mark-up this cost, and it is subject to state review and approval.
2. Distribution and Transmission charges: these are the costs for operating and maintaining Zia's transmission and distribution systems, including the pipelines, meters, and regulators and all equipment and personnel necessary to provide your service.
3. Any applicable rate riders approved by the New Mexico Public Regulation Commission.

Your bill will also include a monthly Base Charge that is incurred regardless of whether you use any gas. This is a customer access fee, associated with meter reading, administrative and accounting operations, and other customer service operations.

The Distribution, Transmission and Base Charges are reviewed and approved by the state regulatory commission, and cannot be changed without a general rate case. Your bill will also reflect the local sales tax and in some areas, a franchise fee, which is paid by Zia to the city or county for use of public rights-of-way in providing your natural gas service.

Your bill is due when you receive it, and if not paid, after twenty (20) calendar days from the mailing date, it is considered Delinquent. A late charge of 0.67% will be imposed on Delinquent balances.

B. Budget Payment Plan

A residential budget payment plan is available which will provide for twelve (12) equal monthly payments. The monthly payment will be calculated by determining the customer's total usage at that location for the previous twelve (12) months, including any under- or over- collection, and dividing the total by twelve (12). The budget payment plan is available to a residential customer who is current in payments for gas service or who has entered into and is complying with a Payment Agreement. Should a budget payment plan customer become Chronically Delinquent, the Company may remove such customer account from the budget payment plan.

C. Estimated Bills

Zia will send an estimated bill only if we are unable to obtain access to your meter or a meter is defective or has been evidently tampered with or bypassed, or weather conditions prohibit meter reading. Bills can only be based on estimated usage for no more than two (2) consecutive billing periods. We will attempt to contact you to alleviate the conditions preventing us from reading your meter. If we underestimate your usage and then correct your bill, you can participate in an installment payment plan with regard to the underestimated amount.

D. Disputed Bills

If you believe your bill is inaccurate, you must advise the Company that utility charges are in dispute by written notice, by telephone, or in person; provided that if notice is provided by telephone or in person, then you need to give us written notice of the dispute within five (5) days from the date of telephone or personal contact. The undisputed amount must still be paid when due. We will attempt to promptly resolve any dispute as quickly as possible, by working with you first through our clerks, then our office manager and our district manager. If the dispute cannot be resolved, then you may file a complaint with the NMPRC by calling (888)427-5772 or by writing to P.O. Box 1269, Santa Fe, NM 87504. Zia's Rule No. 13 provides more detailed information about disputed bills.

DISCONTINUANCE OF NATURAL GAS SERVICE

For our customer's protection, any customer desiring discontinuance of their natural gas service account must give notice to us in writing at the local office. We also sometimes interrupt service for a reasonable period for repairs or maintenance of our system; when this happens, we will make every effort to notify you and assist in relighting appliances.

The Company may discontinue service without prior notice:

1. In the event of a condition determined to be hazardous.
2. If your use of equipment adversely affects the Company's equipment or service to others.
3. If you tamper with, damage, or deliberately destroy the equipment furnished and owned by the Company.
4. In the event of unauthorized use of service.
5. In an emergency.

Service can be discontinued with three (3) days notice under the following conditions:

1. Refusal to grant access to equipment for the purpose of inspection, meter reading, maintenance or replacement.
2. Failure to furnish such service, equipment, permits, certificates, and/or rights of way, as shall have been specified by the Company as a condition to obtaining service, or in the event such equipment or permission is withdrawn or terminated.
3. Violation of and/or non-compliance with the Company's rules on file with and approved by the state regulatory commission.
4. Submission of a fraudulent Medical Certificate or Financial Certification Form.

Service may be discontinued after seven (7) days written notice for:

1. Failure to comply with the terms and conditions of a Payment Agreement.

Service may be discontinued after fifteen (15) days written notice for:

1. Non-payment of a delinquent account.
2. Failure to post a required security deposit or guarantee.

The Company will not discontinue service for:

1. Failure to pay for special services.
2. Failure to pay for service received at a separate service point, residence or location.
3. Failure to pay for a different class of service received at the same or different location.
4. Failure to pay the disputed amount of a bill.
5. Delinquency in payment for service to a previous occupant of the same premises unless a court has found the new customer legally liable for the debt of the previous occupant or the previous occupant continues to reside at the premises.
6. Failure to pay the bill of another customer as guarantor thereof.

We will notify a third party - a specific person, organization, or governmental agency - on your behalf, who is willing to assist you in the payment of utility bills. Just fill out one of our Third Party Guaranty forms.

If you are in danger of being disconnected, and there is someone in your household who is chronically or seriously ill, you may avoid discontinuance by submitting a complete Medical Certificate and Financial Certificate, available in your local office, and executing a Payment Agreement.

To avoid being disconnected you may enter into a Payment Agreement with the Company that will allow for three installment payments of the amount due, over a forty-five day period.