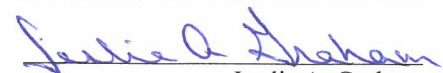


NEW MEXICO PUBLIC REGULATION COMMISSION  
OF THE STATE OF NEW MEXICO

Zia Natural Gas Company hereby gives notice to the public and the Commission of the filing and publishing of the following changes in tariff schedules attached hereto:

<u>Rate/Rule No.</u>	<u>Title of Sheet</u>	<u>Cancelling Rate/Rule No.</u>	<u>Date Effective</u>
Ninth Revised Rate No. 1	Residential Service	Eighth Revised Rate No. 1	February 25, 2018
Ninth Revised Rate No. 2	Small Commercial Service	Eighth Revised Rate No. 2	February 25, 2018
Tenth Revised Rate No. 3	Large Commercial Service	Ninth Revised Rate No. 3	February 25, 2018
Sixth Revised Rate No. 4	Special Fees and Charges	Fifth Revised Rate No. 4	February 25, 2018
Fifth Revised Rate No. 15	Sale for Resale Service	Fourth Revised Rate No. 15	February 25, 2018
Original Rate No. 16	Industrial Service		February 25, 2018
Original Rate No. 17	Irrigation Service		February 25, 2018
Third Revised Rule No. 3	Character of Service	Second Revised Rule No. 3	February 25, 2018
Seventh Revised Rule No. 10	Rendering & Payment of Bills	Sixth Revised Rule No. 10	February 25, 2018
Sixth Revised Rule No. 11	Budget Payment Plan	Fifth Revised Rule No. 11	February 25, 2018

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.



Leslie A. Graham  
General Manager

<u>Rate/Rule No.</u>	<u>Title of Sheet</u>	<u>Cancelling Rate/Rule No.</u>	<u>Date Effective</u>
Third Revised Rule No. 12	Estimated Bills	Second Revised Rule No. 12	February 25, 2018
Third Revised Rule No. 13	Disputed Bills	Second Revised Rule No. 13	February 25, 2018
Sixth Revised Rule No. 15	Security Deposits, Guarantees of Payment	Fifth Revised Rule No. 15	February 25, 2018
Sixth Revised Rule No. 16	Discontinuance & Restoration of Service	Fifth Revised Rule No. 16	February 25, 2018
Fourth Revised Rule No. 17	Payment Agreements	Third Revised Rule No. 17	February 25, 2018
Second Revised Rule No. 18	Commission Complaint Procedures	First Revised Rule No. 18	February 25, 2018
Third Revised Rule No. 22	Unauthorized Connections	Second Revised Rule No. 22	February 25, 2018
First Revised Rule No. 30	Service of Notice to Customers	Original Rule No. 30	February 25, 2018
Seventh Revised Form No. 1	Customer Service Guide	Sixth Revised Form No. 1	February 25, 2018
Seventh Revised Form No. 2	Bill Form	Sixth Revised Form No. 2	February 25, 2018
Eleventh Revised Form No. 3	Shut-Off Notice	Tenth Revised Form No. 3	February 25, 2018
Third Revised Form No. 6	Three Day Disconnect Notice	Second Revised Form No. 6	February 25, 2018

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

Leslie A. Graham  
General Manager



Rate/Rule No.	Title of Sheet	Cancelling Rate/Rule No.	Date Effective
Third Revised Form No. 12	Notice of Discontinuance of Service for Failure to Comply with Payment Agreement	Second Revised Form No. 12	February 25, 2018
First Revised Form No. 14	Application for Gas Service	Original Form No. 14	February 25, 2018

ZIA NATURAL GAS COMPANY  
 A DIVISION OF  
 NATURAL GAS PROCESSING CO.



Leslie A. Graham  
 General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

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Rate No.	Title	
9 <sup>th</sup> Revised Rate No. 1	Residential Service	x
9 <sup>th</sup> Revised Rate No. 2	Small Commercial Service	x
10 <sup>th</sup> Revised Rate No. 3	Large Commercial Service	x
6 <sup>th</sup> Revised Rate No. 4	Special Fees and Charges	x
8 <sup>th</sup> Revised Rate No. 5	Purchased Gas Adjustment Clause (PGAC)	
8 <sup>th</sup> Revised Rate No. 6	Transportation Service	
5 <sup>th</sup> Revised Rate No. 15	Sale for Resale Service	x
Original Rate No. 16	Industrial Service	x
Original Rate No. 17	Irrigation Service	x
Original Rate Rider No. 1	Storage Gas and Transportation Adjustment Clause	
Original Rate Rider No. 2	Energy Efficiency Rider	

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

NINTH REVISED RATE NO. 1  
CANCELLING EIGHTH REVISED RATE NO. 1  
RESIDENTIAL SERVICE

Page 1 of 2

APPLICABILITY: This rate applies to natural gas service supplied for cooking, water heating, refrigeration, and other domestic use.

TERRITORY: Applicable to all areas served by the Company. x

MONTHLY RATE:

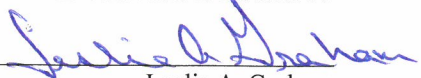
- A. A Customer Charge of \$16.00 plus x
- B. A Distribution Cost of Service of \$0.2411 per CCF, plus x
- C. A Transmission Cost of service of \$0.0632 per CCF, plus
- D. A Commodity Cost, which shall be the cost of gas, as required under NMPRC Rule No. 640 and Company Rate No. 5.

MONTHLY MINIMUM: Customer Charge plus tax adjustment.

TAX ADJUSTMENT CLAUSE:

Billings under this schedule may be increased by an amount equal to the taxes payable under the Gross Receipts and Compensation Tax Act and of all other taxes, fees, or charges (exclusive of ad valorem taxes and state and federal income taxes) payable by Zia Natural Gas Company and levied or assessed by any governmental authority on the utility service rendered, or on the right or privilege of rendering the service, or on any object or event incidental to the rendition of the service.

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

NINTH REVISED RATE NO. 1  
CANCELLING EIGHTH REVISED RATE NO. 1  
RESIDENTIAL SERVICE

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TERMS OF PAYMENT:

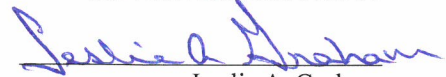
All bills under this rate are due and payable when rendered and become delinquent twenty (20) calendar days thereafter. For credit card or on-line bill payments, any fees imposed by third-party providers will be assessed directly to the customer by the third-party provider.

x  
x

TERMS AND CONDITIONS:

The Company's filed rules apply to service under this schedule.  
All rates for billing purposes shall be adjusted to local atmospheric conditions plus four (4) ounces.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURA GAS COMPANY  
A DIVISON OF  
NATURAL GAS PROCESSING CO.

NINTH REVISED RATE NO. 2  
CANCELLING EIGHTH REVISED RATE NO. 2  
SMALL COMMERCIAL SERVICE

Page 1 of 2

APPLICABILITY: This rate applies to natural gas service supplied for use other than residential through a meter size 425 cf/hr or less.

TERRITORY: Applicable to all areas served by the Company. x

MONTHLY RATE:

A. A Customer Charge of \$22.50 plus x

B. A Distribution Cost of Service of \$0.2411 per CCF, plus x

C. A Transmission Cost of service of \$0.0632 per CCF, plus

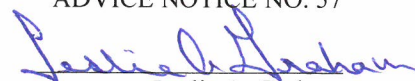
D. A Commodity Cost, which shall be the cost of gas, as required under NMPUC Rule No. 640 and Company Rate No. 5.

MONTHLY MINIMUM: Customer Charge plus tax adjustment.

TAX ADJUSTMENT CLAUSE:

Billings under this schedule may be increased by an amount equal to the taxes payable under the Gross Receipts and Compensation Tax Act and of all other taxes, fees, or charges (exclusive of ad valorem taxes and state and federal income taxes) payable by Zia Natural Gas Company and levied or assessed by any governmental authority on the utility service rendered, or on the right or privilege of rendering the service, or on any object or event incidental to the rendition of the service.

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager



ZIA NATURA GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

NINTH REVISED RATE NO. 2  
CANCELLING EIGHTH REVISED RATE NO. 2  
SMALL COMMERCIAL SERVICE

Page 2 of 2


TERMS OF PAYMENT:

All bills under this rate are due and payable when rendered and become delinquent twenty (20) calendar days thereafter. For credit card or on-line bill payments, any fees imposed by third-party providers will be assessed directly to the customer by the third-party provider. x  
x

TERMS AND CONDITIONS:

The Company's filed rules apply to service under this schedule.  
All rates for billing purposes shall be adjusted to local atmospheric conditions plus four (4) ounces.

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

TENTH REVISED RATE NO. 3  
CANCELLING NINTH REVISED RATE NO. 3  
LARGE COMMERCIAL SERVICE

Page 1 of 2

APPLICABILITY: This rate applies to natural gas service supplied for use other than residential through a meter size larger than 425 cf/hr.

TERRITORY: Applicable to all areas served by the Company.

MONTHLY RATE:

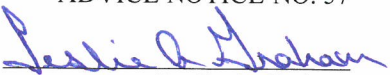
- A. A Customer Charge of \$ 60.00 plus x
- B. A Distribution Cost of Service of \$0.2411 per CCF, plus x
- C. A Transmission Cost of service of \$0.0632 per CCF, plus
- D. A Commodity Cost, which shall be the cost of gas, as required under NMAC 17.10.640 and the Company's Rate No. 5.

MONTHLY MINIMUM: Customer Charge plus tax adjustment.

TAX ADJUSTMENT CLAUSE:

Billings under this schedule may be increased by an amount equal to the taxes payable under the Gross Receipts and Compensation Tax Act and of all other taxes, fees, or charges (exclusive of ad valorem taxes and state and federal income taxes) payable by Zia Natural Gas Company and levied or assessed by any governmental authority on the utility service rendered, or on the right or privilege of rendering the service, or on any object or event incidental to the rendition of the service.

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

TENTH REVISED RATE NO. 3  
CANCELLING NINTH REVISED RATE NO. 3  
LARGE COMMERCIAL SERVICE

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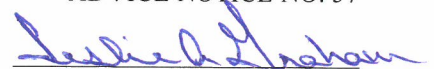
TERMS OF PAYMENT:

All bills under this rate are due and payable when rendered and become delinquent twenty (20) calendar days thereafter. For credit card or on-line bill payments, any fees imposed by third-party providers will be assessed directly to the customer by the third-party provider. x  
x

TERMS AND CONDITIONS:

The Company's filed rules apply to service under this schedule.  
All rates for billing purposes shall be adjusted to local atmospheric conditions plus four (4) ounces.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RATE NO. 4  
CANCELLING FIFTH REVISED RATE NO. 4  
SPECIAL FEES AND CHARGES

Page 1 of 6

APPLICABILITY:

The following fees and charges are applicable to any customer who is rendered any non-utility services.

TERRITORY:

Applicable for all Zia service territory.

RATES:

1. Turn-on Meter Order:
  - A. During Regular Business Hours

New Connection Fee	\$15.00
Account Transfer Fee	\$15.00
Reconnection Fee	\$15.00 plus Current hourly labor rate (one hour minimum.)
  - B. After Regular Business Hours

New Connection Fee	\$22.50 plus One and one-half times current hourly labor rate (one hour minimum).
Account Transfer Fee	\$22.50 plus One and one-half times current hourly labor rate (one hour minimum).

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.


SIXTH REVISED RATE NO. 4  
CANCELLING FIFTH REVISED RATE NO. 4  
SPECIAL FEES AND CHARGES

Page 2 of 6

	Reconnection Fee	\$22.50 plus One and one-half times current hourly labor rate (one hour minimum).	
2.	Fee assessed for all returned payments:	\$25.00	x
3.	A late payment charge of 0.67% per month shall be applied to all delinquent service accounts.		
4.	Meter Testing Fee:	Hourly Labor Rate (one hour minimum)	x x
5.	Door Tag Trip Charge:	\$10.00	x
6.	Energy Diversion/Meter Tampering:	\$250.00 per incident	x
7.	Labor rates for all services:	Per Hour	
	Service Technician/Construction	\$75.00	x
	Legal Services	\$150.00	
	Legal Assistant	\$25.00	
	Engineering	\$25.00	
	Executive Management	\$150.00	

Work performed after regular business hours will be billed at one and one-half times the currently hourly rate, with a one hour minimum charge.

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager



ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RATE NO. 4  
CANCELLING FIFTH REVISED RATE NO. 4  
SPECIAL FEES AND CHARGES

Page 3 of 6

OTHER TERMS AND CONDITIONS

1. Services rendered at a customer's premises during regular business hours will be billed at the current hourly Labor Rate plus any applicable taxes or fees. If the service requires the use of materials or supplies, the actual cost of those materials and supplies plus a fixed overhead fee of 50% will be added to the customer's invoice.
2. If a customer requests that work be done at the customer's premises after regular business hours, the Company is authorized to charge one and one half times the Company's current hourly Labor Rate, plus any other applicable charges, fees and taxes. If the service requires the use of materials or supplies, the actual cost of those materials and supplies plus a fixed overhead fee of 50% will be added to the customer's invoice. Prior to commencement of any work done after regular hours, the Company shall provide the customer with an estimate of the after-hours service.
3. If a customer requests that work be done at the customer's premises during regular business hours, but the work cannot be completed during regular business hours or the work cannot be performed until after regular business hours, the Company is authorized to charge one and one half times the current hourly Labor Rate for the work performed after regular business hours. Prior to commencement of any work done after regular hours, the Company shall provide the customer with an estimate of the after-hours service.
4. Work is billed in 30-minute units after the one-hour minimum charge, based upon the current hourly Labor Rates. Any portion of a 30-minute interval will be billed as a complete unit.

ADVICE NOTICE NO. 57




Leslie A. Graham  
General Manager

SIXTH REVISED RATE NO. 4  
CANCELLING FIFTH REVISED RATE NO. 4  
SPECIAL FEES AND CHARGES

Page 4 of 6

5. The one-hour minimum charge shall be charged to all work performed after regular business hours.
6. When service is rendered to a customer directly from a transmission line the Company is authorized to charge a non-refundable fee not to exceed the actual cost, payable in advance, to defray the Company's cost of making the connection and providing special equipment for removal of liquids from the gas. In addition, whenever the Company, under the provisions of the tariff of any of its pipeline suppliers, is required to pay a non-refundable connection charge as a condition to receiving service through a tap on one of such supplier's gathering or transmission lines, the Company is authorized to collect a like charge from the customer(s) to be served by the Company through such a tap. Prior to any work being authorized, the customer will be advised of the Company's estimate of the cost.
7. Conditions applicable to different types of service connections
- A. New service connections:
- If the customer is a new customer, with no previous billing history at the location for the past 12 months, then only the connection fee will be charged; provided, however, that the Company may charge the hourly labor rate for tapping into the Company's main distribution line to install the new service line.
- B. Account Transfer: x
- If the customer is transferring his service account from one location to another. x

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RATE NO. 4  
CANCELLING FIFTH REVISED RATE NO. 4  
SPECIAL FEES AND CHARGES

Page 5 of 6

C. Non-payment disconnections:

If the customer is requesting to be reconnected after having their service discontinued by the company for non-payment of past bills, then the customer must pay the account balance, the reconnect fee, and the minimum hourly labor rate for turning on the meter prior to service being reconnected. x

D. Voluntary discontinuance of service:

If the customer has voluntarily discontinued his service within the past twelve months and desires to reconnect, then the customer must pay any previous balance due, the reconnect fee, and the minimum hourly labor rate. x

8. The Energy Diversion/Meter Tampering Fee will be charged for the detection and confirmation of any incidence of meter tampering, bypassing or diversion of a meter. The customer shall be charged the cost of gas consumed in addition to all material and equipment necessary to repair or replace the Company equipment damaged due to meter tampering, bypassing or other service diversion and other costs including labor necessary to correct service diversion where there is no damage to Company equipment, including incidents where service is connected or reconnected without authority. If any materials or equipment are used for the repair or replacement of equipment, an overhead cost of 50% above the cost of the part or material shall be charged. x  
x  
x  
x  
x  
x  
x  
x

9. The Trip Charge for Door Tag Fee will be charged to any customer who has a Final Notice Door Tag delivered to their premises by a Service Technician of the Company in accordance with the Company's Rule No. 16. x  
x  
x

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RATE NO. 4  
CANCELLING FIFTH REVISED RATE NO. 4  
SPECIAL FEES AND CHARGES

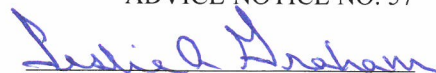
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10. The rates and charges set forth above may be increased by an amount equal to the sum of taxes payable under the Gross Receipts and Compensating Tax Act and of all other taxes, fees or charges (exclusive of ad valorem, state and Federal income taxes) payable by the Company and levied by any governmental authority on the public utility service rendered, or on the right or privilege of rendering the service, or any object or event incidental to the rendition of service.

11. Bills for services rendered under this rate schedule which remain unpaid when the next bill is generated shall be subject to the late payment charge. For credit card or on-line bill payments, any fees imposed by third-party providers will be assessed directly to the customer by the third-party provider.

x  
x  
x

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



ZIA NATURL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

FIFTH REVISED NO. 15  
CANCELLING FOURTH REVISED RATE NO. 15  
SALE FOR RESALE SERVICE

Page 1 of 2

AVAILABILITY: This rate shall be available only to municipal utilities which provide distribution service and which are directly connected to the Company's transmission facilities.

TERRITORY: Applicable to all areas served by the Company.

MONTHLY RATE:


- |    |  |   |
|----|--|---|
| A. | Customer charge (per delivery meter) of \$4,885.00 plus  | x |
| B. | A Transmission Cost of service of \$0.0632 per CSCF, plus  | x |
| C. | A Distribution Cost of Service of \$0.2411 per CSCF, if applicable, plus   | x |
| D. | A Commodity Cost, which shall be the cost of gas, as required under NMPRC Rule No. 640 and Zia's Rate No. 5 and Rate Rider No. 1, as applicable. |   |

MONTHLY MINIMUM: Customer Charge plus tax adjustment.

TAX ADJUSTMENT CLAUSE:

Billings under this schedule may be increased by an amount equal to the taxes payable under the Gross Receipts and Compensation Tax Act and of all other taxes, fees, or charges (exclusive of ad valorem taxes and state and federal income taxes) payable by Zia Natural Gas Company and levied or assessed by any governmental authority on the utility service rendered, or on the right or privilege of rendering the service, or on any object or event incidental to the rendition of the service.

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager



ZIA NATURL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

FOURTH REVISED NO. 15  
CANCELLING THIRD REVISED RATE NO. 15  
SALE FOR RESALE SERVICE

Page 2 of 2

TERMS OF PAYMENT:

All bills under this rate are due and payable when rendered and become delinquent twenty (20) calendar days thereafter. For credit card or on-line bill payments, any fees imposed by third-party providers will be assessed directly to the customer by the third-party provider. x  
x

CURTAILABILITY:

Service under this Rate may be curtailed in accordance with the Company's Rules. A customer under this rate must file a curtailment plan and monthly projections of demand by customer class with the Company.

TERMS AND CONDITIONS:

1. The Company's filed Rules apply to service under this schedule.
2. A customer taking service under this Rate must execute the Company's Form No. 13, Natural Gas Sales for Resale Service Agreement.
3. All rates shall be billed at standard conditions of 14.73 psia and 60 degrees Farenheit.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURA GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

ORIGINAL RATE NO. 16  
INDUSTRIAL SERVICE

Page 1 of 2

APPLICABILITY: This rate applies to natural gas service used other than space heating, water heating, and cooking with an estimated annual usage higher than 150,000 CCF.

TERRITORY: Applicable to all areas served by the Company.

MONTHLY RATE:

- A. A Customer Charge of \$215.00 plus
- B. A Distribution Cost of Service of \$0.1600 per CCF, plus
- C. A Transmission Cost of service of \$0.0632 per CCF, plus
- D. A Commodity Cost, which shall be the cost of gas, as required under NMPUC Rule No. 640 and Company Rate No. 5.

MONTHLY MINIMUM: Customer Charge plus tax adjustment.

TAX ADJUSTMENT CLAUSE:

Billings under this schedule may be increased by an amount equal to the taxes payable under the Gross Receipts and Compensation Tax Act and of all other taxes, fees, or charges (exclusive of ad valorem taxes and state and federal income taxes) payable by Zia Natural Gas Company and levied or assessed by any governmental authority on the utility service rendered, or on the right or privilege of rendering the service, or on any object or event incidental to the rendition of the service.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURA GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

ORIGINAL RATE NO. 16  
INDUSTRIAL SERVICE

Page 2 of 2


TERMS OF PAYMENT:

All bills under this rate are due and payable when rendered and become delinquent twenty (20) calendar days thereafter. For credit card or on-line bill payments, any fees imposed by third-party providers will be assessed directly to the customer by the third-party provider.

TERMS AND CONDITIONS:

The Company's filed rules apply to service under this schedule.  
All rates for billing purposes shall be adjusted to local atmospheric conditions plus four (4) ounces.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURA GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

ORIGINAL RATE NO. 17  
IRRIGATION SERVICE

Page 1 of 2

APPLICABILITY: This rate applies to natural gas service supplied for use as fuel for a prime mover driving a water pump to irrigate crops.

TERRITORY: Applicable to all areas served by the Company.

MONTHLY RATE:

- A. A Customer Charge of \$40.00 plus
- B. A Distribution Cost of Service of \$0.1000 per CCF, plus
- C. A Transmission Cost of service of \$0.0632 per CCF, plus
- D. A Commodity Cost, which shall be the cost of gas, as required under NMPUC Rule No. 640 and Company Rate No. 5.

MONTHLY MINIMUM: Customer Charge plus tax adjustment.

TAX ADJUSTMENT CLAUSE:

Billings under this schedule may be increased by an amount equal to the taxes payable under the Gross Receipts and Compensation Tax Act and of all other taxes, fees, or charges (exclusive of ad valorem taxes and state and federal income taxes) payable by Zia Natural Gas Company and levied or assessed by any governmental authority on the utility service rendered, or on the right or privilege of rendering the service, or on any object or event incidental to the rendition of the service.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURA GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

ORIGINAL RATE NO. 17  
IRRIGATION SERVICE

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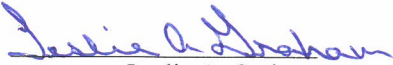
TERMS OF PAYMENT:

All bills under this rate are due and payable when rendered and become delinquent twenty (20) calendar days thereafter. For credit card or on-line bill payments, any fees imposed by third-party providers will be assessed directly to the customer by the third-party provider.

TERMS AND CONDITIONS:

The Company's filed rules apply to service under this schedule. All rates for billing purposes shall be adjusted to local atmospheric conditions plus four (4) ounces.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



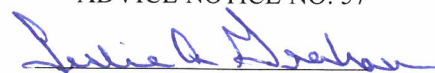
ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

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Sixth Revised Rule No. 16	Discontinuance & Restoration of Service	x
Fourth Revised Rule No. 17	Payment Agreements	x
Second Revised Rule No. 18	Commission Complaint Procedures	x
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First Revised Rule No. 25	Company's Right to Ingress to & Egress From Customer's Property	
Original Rule No. 26	Company Inspections	
Original Rule No. 27	Additional Load	
Second Revised Rule No. 28	Notices of Trouble	
Original Rule No. 29	Line Extension Policy	
First Revised Rule No. 30	Service of Notice to Customers	x
Second Revised Rule No. 31	Nomination and Balancing Procedures	
First Revised Rule No. 32	Capacity Allocation Procedures	
First Revised Rule No. 33	Determination of Available Capacity	
Original Rule No. 34	Transportation Service	
Original Rule No. 35	Sale for Resale Service	

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

THIRD REVISED RULE NO. 3  
CANCELLING SECOND REVISED RULE NO. 3  
CHARACTER OF SERVICE

Page 1 of 1

A. Natural Gas Service will be furnished under conditions as stated in these Rules and the applicable provisions of the Company's Rates and the Rules and Regulations of the Commission.

B. Natural Gas Service will be supplied at the Company's normal system pressure and conditions for residential, commercial, industrial and irrigation usage.

x

C. Separate bills shall be rendered for each Company Meter providing natural gas service to the customer.

D. All gas delivered to any customer is for the sole use of that customer on that Customer's Premises only and such gas shall not be re-delivered or re-sold unless such re-delivery or re-sale is agreed to in writing by the Company.

E. The customer may be required to pay all costs of any installation or equipment necessary to meet any particular service requirements of the customer.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SEVENTH REVISED RULE NO. 10  
CANCELLING SIXTH REVISED RULE NO. 10  
RENDERING AND PAYMENT OF BILLS

Page 1 of 2

A.ALL CUSTOMERS:

x

1. The Company shall render a bill for Natural Gas Service to every customer on a cycle billing basis in accordance with the applicable rate schedules.

2. Bills shall be based upon each separate Company meter through which natural gas service is provided to the Customer.

3. Failure to receive mail will not be recognized as a valid excuse for failure to pay bills when due.

4.All customers shall be given at least twenty (20) calendar days from the Billing Date for payment in full before the bill is deemed Delinquent, and a late charge will be imposed in accordance with the Company's Rate No. 4.

x

5.A residential customer shall be given at least fifteen (15) calendar days from the date of Final Notice before discontinuance of service for non-payment of delinquent accounts, in accordance with Rule No. 16.

x

6. A customer other than a residential customer shall be given at least four (4) business days from the date of Final Notice before discontinuance of service for non-payment of delinquent accounts, in accordance with Rule No. 16.

x

x

x

7. If the last day for payment of a bill falls on a Sunday, on a legal holiday, or on any other day when the office(s) of the Company regularly used for the payment of customer bills are not open to the general public, the final payment date shall be extended through the next business day.

8. If payment is made by personal check, and at least three (3) such checks have been returned to the Company for insufficient funds during the preceding twelve months, the Company may require payment to be made by cash or money order.

9. Procedures relating to discontinuance of service due to delinquency in payment of bills are found in Rule No. 16 herein.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SEVENTH REVISED RULE NO. 10  
CANCELLING SIXTH REVISED RULE NO. 10  
RENDERING AND PAYMENT OF BILLS

Page 2 of 2

10. If a customer disputes the amount of a bill, then the provisions of Zia's Rule No. 13 shall be followed.

B. PAYMENT OPTIONS:

1. Payment Options Provided by the Company: Payment can be made by cash, check, or money order in any of the Company's office locations. Payment can be made by check or money order in the drop box located in the parking lot of any of the Company's office locations or by mail using the return envelope provided with the customer's bill. The Company also offers a bank draft program for no additional charge.

2. Additional Payment Options: The Company partners with several third party payment processors to offer customers alternative ways to pay. Payments made through third party payment processors, including all online payments, are subject to additional service fees charged directly by the third party payment processor. The customer has the option to agree to the third party service fee prior to making the payment. The Company has no control over the amount of these service fees and does not have the ability to refund or waive this fee.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 11  
CANCELLING FIFTH REVISED RULE NO. 11  
BUDGET PAYMENT PLAN

Page 1 of 1

A. A residential or commercial customer budget payment plan is available which will provide for twelve (12) equal monthly payments.

B. The budget payment plan shall be available to a customer who is current in payments for gas service or who has entered into and is complying with a payment agreement. x

C. Should a budget payment plan customer become Chronically Delinquent, the Company may remove such customer account from the budget payment plan.

D. The monthly payment will be determined 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), adjusted for known price changes, bill averages, and normalized weather conditions. If the customer has not had prior usage at that location, the usage information for that location may be utilized to calculate the monthly payment amount.

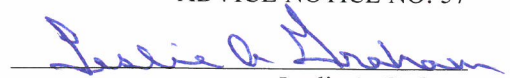
E. If it becomes necessary for a customer to terminate the budget plan prior to its twelve (12) month term, the actual amount billed to date will be determined and the customer will be either refunded or charged for the difference between the amount paid and the amount charged. x

F. The monthly payment as determined under paragraph D above may be adjusted up or down to reflect any change in Rates for service authorized by the Commission during the twelve (12) month term of the budget plan.

G. Any other charges incurred by the customer shall be paid monthly when due in addition to the monthly plan payment.

H. A late charge may be imposed on a delinquent budget payment.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

THIRD REVISED RULE NO. 12  
CANCELLING SECOND REVISED RULE NO. 12  
ESTIMATED BILLS

Page 1 of 1

- A. The Company may not render a bill based on estimated usage to a customer unless: (1) the Company is unable to obtain access to the Customer's Premises through no fault of its own for the purpose of reading the customer's meter or in situations where the customer makes reading the meter unnecessarily difficult; (2) a meter is defective or has been evidently tampered with or bypassed; or (3) weather conditions prohibit meter reading or where force majeure conditions exist. If the utility is unable to obtain actual meter readings for these reasons, it shall attempt to contact the customer and attempt to obtain access to the premises or it shall undertake reasonably practical alternatives to obtain a meter reading. The Company must, for no less than twelve (12) months, maintain accurate records of the reasons for each estimate and of the efforts made to secure an actual reading. x  
x  
x  
x  
x
- B. The Company may not render a bill based on the estimated usage for more than two (2) consecutive billing periods without prior notification to the Commission. The company will not estimate an initial reading or final bill for service unless otherwise agreed to by the customer and the Company. x  
x  
x
- C. If the Company should underestimate a customer's usage and then subsequently seek to correct the customer's bill, the customer shall be given an opportunity to participate in an installment payment plan with regard to the underestimated amount. x  
x
- D. Meters will be read as nearly as possible at regular monthly intervals; provided, however, that if one month's meter reading is missed the Company may bill the customer on an estimated consumption and the difference adjusted when the meter is again read. The basis for this estimate shall be the normal consumption for a corresponding period in the preceding year or the normal consumption of preceding months. At the first reading subsequent to the non-reading, the appropriate rate structure shall be taken into account when adjusting the bill.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



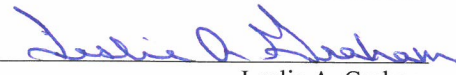
ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

THIRD REVISED RULE NO. 13  
CANCELLING SECOND REVISED RULE NO. 13  
DISPUTED BILLS

Page 1 of 2

- A. A customer may advise the Company that utility charges are in dispute by written notice, by telephone, or in person; provided that the Company shall advise the customer that if notice is provided by telephone or in person, the customer shall give the Company written notice of the dispute within five (5) days from the date of telephone or personal contact with the Company. In any event, the customer shall pay the undisputed amount of the utility charges within five (5) days after advising the utility of the dispute. The actual rates, fees and charges approved by the Commission and in effect shall not be subject to dispute under this rule. x
- B. If a customer advises the Company that utility charges are in dispute after receiving a notice of disconnection of service from the Company and at a time which is less than five (5) days from the date on which disconnection is to occur, the customer shall give the Company written notice of the dispute and pay the undisputed amount prior to the date on which disconnection is to occur. x
- C. 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.
- D. If a customer disputes the amount of utility charges, the customer shall pay the Company an amount equal to that part of the utility charge(s) not in dispute. The amount not in dispute shall be determined mutually by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. In the event that the Company and the customer cannot agree on the amount not in dispute, the customer shall pay the Company an amount equal to ninety percent (90%) of the average monthly consumption for that customer's consumption during the preceding year for the three (3) month period which brackets the month in controversy, or an amount equal to ninety percent (90%) of the average monthly consumption during the preceding year for a three (3) month period which brackets the month in controversy for a customer with similar usage characteristics. x

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

THIRD REVISED RULE NO. 13  
CANCELLING SECOND REVISED RULE NO. 13  
DISPUTED BILLS

Page 2 of 2

E. Failure of a customer to pay the Company the amount of the utility charges not in dispute shall constitute a waiver of the customer's right to continued service.

F. When the dispute is resolved, if applicable, any excess amount paid by the customer shall be promptly credited to the customer's account and if the amount is in excess of \$25.00 and if so requested by the customer, the excess amount shall be promptly refunded by the Company.

G. Bills which are found to be incorrect because of meter or billing errors shall be adjusted in accordance with Rule No. 9 herein.

H. When the customer and the Company meet in person, by telephone, or otherwise to resolve a dispute, the Company representative shall: x

1. Advise the customer that if the complaint cannot be resolved to the parties' satisfaction, each has the right to register an informal or formal complaint with the Commission;
2. Give the customer the address and the telephone number where the customer may file a complaint with the Commission; and
3. Advise the customer that a complaint must be filed within seven (7) days or the Company may initiate or continue procedures to discontinue service to the customer.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 15  
CANCELLING FIFTH REVISED RULE NO. 15  
SECURITY DEPOSITS, GUARANTEES OF PAYMENT

Page 1 of 3

A. The Company may require a security deposit or guarantee of payment by execution of the Company's Form No. 8 (Third-Party Guarantee) as a condition of new or continued service:

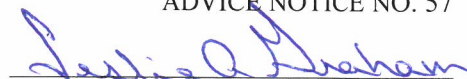
1. To a customer who has not previously had utility service and who has not established an acceptable credit rating; x
2. To a Chronically Delinquent customer of the Company; x
3. As a condition for reconnection of service following discontinuance of service by the Company; or
4. To a customer who, in an unauthorized manner, has interfered with or diverted the service of the Company situated on or about or delivered to the Customer's Premises. x

The Company shall require a security deposit or Third-Party Guarantee for any residential customer who is renting or leasing a home or apartment, unless that customer has previously been a customer of the utility.

B. Methods to establish an acceptable credit rating for residential customers:

1. A residential customer or guarantor may establish an acceptable credit rating in any reasonable manner, such as the following:
  - a. Owns or is purchasing the residence served; x
  - b. Has an adequate regular source of income; or
  - c. Can provide adequate credit references from a commercial credit source or from a utility where the customer or applicant had prior utility service.
2. The Company may require proof of ownership, employment and income from the residential customer or third-party guarantor.
3. If a residential customer or prospective residential customer cannot establish an acceptable credit rating but can demonstrate to the utility that the residential customer does not have adequate financial resources to pay the security deposit and the residential customer meets the qualifications of LIHEAP, or is subject to other special circumstances, the utility shall give special consideration to such a residential customer in determining whether and in what amount a security deposit will be charged. In making such determination, a utility shall accept documentation from the administering authority that such residential or prospective residential customer meets the qualifications of LIHEAP. x  
x  
x  
x  
x  
x  
x

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 15  
CANCELLING FIFTH REVISED RULE NO. 15  
SECURITY DEPOSITS, GUARANTEES OF PAYMENT

Page 2 of 3

4. If a prospective residential customer cannot establish an acceptable credit rating but previously received utility service under the name of a spouse, the utility may consider prior utility service to that spouse in determining whether and in what amount a security deposit will be charged.

C. Methods to establish an acceptable credit rating for non-residential customers: x  
A non-residential customer who has not had previous service with the Company can x  
establish an acceptable credit rating by providing an adequate credit reference from a x  
commercial credit source, from a utility where the customer or applicant had prior utility x  
service, or any other reasonable documentation. x

D. The amount of a required security deposit shall be determined in x  
accordance with the following:

1. A deposit for a customer shall not exceed an amount equivalent to one x  
sixth (1/6) of that customer's estimated annual billings.

2. The deposit criteria shall be based on the most recent available prior 12- x  
month corresponding period at the same service location, or if there is not a comparable x  
period of service at the same service location the deposit shall be based upon x  
consumption of similar units in the same area. x

E. Simple interest on deposits at the rate not less than the rate required by law shall  
accrue annually to the customer's credit for the time it is held by the Company. The  
deposit shall cease to draw interest on the date it is returned, on the date service is  
terminated, or on the date the refund is sent to the customer's last known address.

F. Each customer posting a security deposit shall receive in writing at the time of x  
tender of the deposit, a receipt as evidence thereof on Company Form No. 5.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 15  
CANCELLING FIFTH REVISED RULE NO. 15  
SECURITY DEPOSITS, GUARANTEES OF PAYMENT

Page 3 of 3

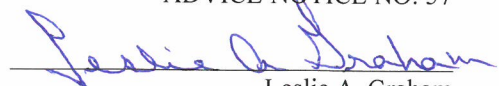
G. Any customer who has not been Chronically Delinquent for the twelve (12) month period from the date of deposit or guarantee shall promptly receive a credit or refund in the amount of the deposit together with accrued interest due or shall be permitted to terminate any guarantee. If the amount of the deposit exceeds the amount of the current bill, the customer may request a refund in the amount of the excess if such excess exceeds twenty five dollars (\$25). If the customer fails to qualify for a refund of the deposit on the first anniversary date of the deposit that account shall be reviewed on each next succeeding anniversary date of the deposit and the amount of the deposit shall be credited if the customer has not been delinquent during the preceding twelve months. A customer may request a refund at any time after twelve months, which refund shall be promptly paid if the residential customer has not been delinquent during the prior twelve month period, or a utility may pay such a refund in the absence of a request within a reasonable period of time. x  
x  
x  
x  
x  
x  
x  
x  
x  
x  
x

H. The Company shall make reasonable attempts to return deposits even though the customer is unable to produce the original receipt for the deposit; provided, however, that the customer can produce adequate identification to insure that the customer is entitled to refund of the deposit.

I. Unclaimed security deposits will be handled by the Company as provided by law.

J. A deposit will not be required of Federal, State, County or Municipal government agencies for natural gas sales service.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager


ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 16  
CANCELLING FIFTH REVISED RULE NO. 16  
DISCONTINUANCE AND RESTORATION OF SERVICE

Page 1 of 9

- A. Any customer desiring to discontinue their gas service shall give notice in writing to the Company at its office. The customer will be liable for all Natural Gas Service at that location until such notice is given and the Company has determined a final billing. The Company will determine a final bill within a reasonable period of time after receipt of the Customer's notice.
- B. The Company reserves the right to interrupt service for a reasonable period for repairs to its property or equipment.
- C. The Company may discontinue Natural Gas Service to a customer without prior notice: x
1. In the event of a condition determined by the Company to be hazardous.
  2. In the event of a customer's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others. x
  3. In the event of a customer's tampering with, damaging, or deliberately destroying the equipment furnished and owned by the Company. x
  4. In the event of unauthorized use of service provided by the Company.
  5. In an emergency.

ADVICE NOTICE NO. 57

  
\_\_\_\_\_  
Leslie A. Graham  
General Manager



ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 16  
CANCELLING FIFTH REVISED RULE NO. 16  
DISCONTINUANCE AND RESTORATION OF SERVICE

Page 2 of 9

D. After three (3) days prior written notice, the Company may discontinue utility service to a customer for:

x

1. Refusal to grant access at reasonable times to equipment installed upon the premises of the customer for the purpose of inspection, meter reading, maintenance or replacement.

x

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 Commission.

4. Submission of a fraudulent medical certification form or financial certification form.

x

x

E. The three-day notice shall be in English or Spanish, as may be applicable, and shall include the following:

1. A statement of the reason(s) why the Company has issued notice to discontinue utility service.

2. The title(s), address, telephone number(s), and working hours of the personnel at the Company responsible for carrying out the rights prescribed in NMPRC Rule 17.5.410 NMAC.

3. A statement that the customer can obtain a review by personnel of the Company of the reasons for the proposed discontinuance of service, which shall stay the discontinuance during the review, and a statement that a complaint

x

ADVICE NOTICE NO. 57



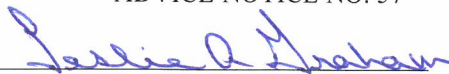
Leslie A. Graham  
General Manager

SIXTH REVISED RULE NO. 16  
CANCELLING FIFTH REVISED RULE NO. 16  
DISCONTINUANCE AND RESTORATION OF SERVICE

Page 3 of 9

- may be filed with the Commission if the customer disagrees with the Company's determination of the facts on which the proposed discontinuance is based. x
4. A statement that members of New Mexico tribes or pueblos who need help with translation or with other matters may contact the Commission's Consumer Relations Division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance. x  
x  
x
- F. The Company may discontinue utility service to a customer after seven (7) days written notice for failure to comply with the terms and conditions of a payment agreement. x
- G. Fifteen-day Notice: The Company may discontinue utility service to a residential customer after fifteen (15) days written notice for nonpayment of a delinquent account. At least fifteen (15) days before the Company proposes to discontinue service to a residential customer, the Company shall provide that residential customer with notice of each of the rights such residential customer may have relating to discontinuance of service, budget payment plans and settlement agreements. Such notice shall be in writing, in English and Spanish, and shall be in simple language. Such notice shall be delivered to the affected residential customer in person or by depositing a copy of the notice in the U.S. Mail, postage prepaid, addressed to the residential customer at the address for the affected residential customer known to the Company, or by electronic mail if a residential customer has elected to receive electronic billing. Such notice shall contain: x  
x
1. The title(s), address, telephone number(s), and working hours of the personnel at the Company responsible for administering the procedures in this section. x
2. A statement to disregard this notice if all past due amounts have been made. x
3. The amount owed and the date by which the residential customer must either pay the amount due or make other arrangements with the Company concerning payment of the charges, including arrangements for a payment agreement.

ADVICE NOTICE NO. 57


  
Leslie A. Graham  
General Manager

SIXTH REVISED RULE NO. 16  
CANCELLING FIFTH REVISED RULE NO. 16  
DISCONTINUANCE AND RESTORATION OF SERVICE

Page 4 of 9

4. A statement that the billing periods over which said amount was incurred and the date the amount of the last payment shall be available on request. x
5. A statement that if the residential customer pays that portion of the bill which is not in a bona fide dispute, the residential customer can obtain a review by personnel of the Company of the portion of the bill which the residential customer does dispute.
6. A statement that a residential customer may file a complaint with the Commission in accordance with NMPRC Rule 17 NMAC 1.2 if the residential customer disagrees with the Company's determination concerning discontinuance of service.
7. A statement that the Company will not discontinue service to any residence where a seriously ill person resides or a person whose life may be endangered by discontinuance of service, if at least two (2) days prior to the proposed service discontinuance date indicated in the notice, the designated Company personnel receives a signed original copy of Company Form 15, Medical and Financial Certification, stating that discontinuance of service might endanger the person's life and that such residential customer does not have adequate financial resources to pay the utility charges when due; and that if service has been discontinued, the Company shall reestablish service within twelve (12) hours of receipt of said certificate. The customer's obligation to pay their bill is not relieved if service is continued or reestablished because we receive these certifications. If the circumstances on which the certificate is based appear to have changed, the Company may require additional certification. x  
x  
x  
x  
x
8. A statement that the Budget Payment Plan in Rule No. 11 can help even out the customer's payments throughout the year. x  
x
9. A statement for the customer to notify the Company if the customer has a third-party person or agency willing to assist them in the payment of their bills. The company will then provide the third-party a duplicate of the disconnection notices as they are mailed to the customer. x  
x  
x  
x

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager



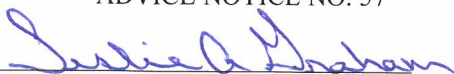
ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 16  
CANCELLING FIFTH REVISED RULE NO. 16  
DISCONTINUANCE AND RESTORATION OF SERVICE

Page 5 of 9

10. A statement of the cost of reconnection and the reconnection fee.
11. A statement that "If you have difficulty paying this bill, and feel you may qualify for assistance in paying your utility bill from the Low Income Home Energy Assistance Program or another assistance program in your community, contact the Community Assistance Section of the Human Services Department at 1-800-432-6217, or contact the customer service representative at this utility. Application forms for the Low Income Home Energy Assistance program are available at the billing offices of this utility and at the Human Services Department. Application forms should be returned to the Human Services Department. The Human Services Department and not this utility administers the programs and determines your eligibility to receive assistance."
12. A statement that between November 15 through March 15, if you qualify for low income home energy assistance program (LIHEAP), you may be protected from having your services disconnected for non-payment and a telephone number to contact the Company for more information. x  
x  
x  
x
- H. Final Notice: The Company shall take reasonable steps to communicate with a residential customer, by telephone or personal contact, at least two (2) days prior to the actual date of discontinuance of service in order to: obtain payment of delinquent accounts; remind the customer of the pending date of discontinuance of service; advise the customer of the potential availability of financial assistance for utility payments; and, during the heating season, provide a reminder of the protection under the moratorium. A door tag trip charge in accordance with Rate No. 4 shall be assessed to the customer's account for the delivery of the Final Notice. x  
x  
x  
x  
x  
x
1. The Company shall have up to five (5) business days from the specific date of discontinuance to perform the disconnection of services or be required to reissue a final notice. x  
x  
x

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager


ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 16  
CANCELLING FIFTH REVISED RULE NO. 16  
DISCONTINUANCE AND RESTORATION OF SERVICE

Page 6 of 9

2. The Company employee personally contacting a residential customer two (2) days prior to discontinuance, and the Company employee sent to discontinue natural gas service shall note any information which is made known to the employee by the residential customer that a person living in that residence is seriously or chronically ill. Such information shall be immediately reported to a Company employee authorized to prevent discontinuance. That employee shall either delay the discontinuance order if it is apparent that a medical certificate will be received, or shall state in writing why such delay is not affected. The Company is not required to delay discontinuance of natural gas service pursuant to this paragraph for more than two (2) times within a twelve (12) month period. x  
x  
x  
x  
x  
x  
x
3. The Company and Company employee shall be held harmless for errors made in good faith in noting, acting upon, or failing to act upon the information provided by the residential customer. x  
x  
x
4. The Company may use reasonable means to verify the accuracy of information on a medical or financial certification form. x  
x
- I. The Company shall not discontinue service for:
1. The failure of a customer to pay for special services. x
2. The failure of a customer to pay for service received at a separate service point, residence or location. However, in the event of discontinuance or termination of service at a separate service point, residence or location, the Company may transfer any unpaid balance due to any other service account of the customer. x  
x  
x
3. The failure of the customer to pay for a different class of service received at the same or different location. x
4. Nonpayment of 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.

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 16  
CANCELLING FIFTH REVISED RULE NO. 16  
DISCONTINUANCE AND RESTORATION OF SERVICE

Page 7 of 9

6. Failure of a customer to pay the bill of another customer as guarantor thereof. x
7. Failure of a customer to pay an estimated bill rendered in violation of NMPRC Rule 17.5.410.15 NMAC. x  
x
8. Failure of a residential customer to pay a security deposit.
- J. Any customer whose service is discontinued may be required to pay a reconnection fee and service charge in accordance with Rate No. 4 in addition to all other fees and charges before being reconnected to any system operated by the Company. x
- K. The Company will notify a third party on behalf of a residential customer if the residential customer notifies the Company in writing that they desire such notification and designates a specific person, organization, or governmental agency who is ready, willing and able to assist the residential customer in the payment of utility bills. Upon receipt of such notice from a residential customer, the Company shall not discontinue service to the residential customer for nonpayment of past due charges without (1) contacting the designated person, organization or governmental agency by phone or in writing at least fifteen (15) days prior to the proposed discontinuance of service; and (2) determining that the designated person, organization or governmental agency has not made a commitment to assist payment of the past due charge of that residential customer within a reasonable period of time.
- L. When a residential customer has indicated to the Company an inability to pay utility charges and has not been Chronically Delinquent, the Company shall attempt to arrange an installment payment plan for the payment of past due utility charges pursuant to Rule 17. While an installment payment plan is being negotiated, the Company shall not discontinue service to such residence. In the event that either negotiation of the installment plan is discontinued or progress in its negotiation is stalled, the Company may proceed with discontinuance of service.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 16  
CANCELLING FIFTH REVISED RULE NO. 16  
DISCONTINUANCE AND RESTORATION OF SERVICE

Page 8 of 9

M. If a residential customer claims that a bill is not due and owing, the procedures outlined in Rule 13, "Disputed Bills", shall be followed. If a residential customer claims that a proposed installment payment plan is unreasonable or that there has been no violation of an existing installment payment plan, the Company shall conduct a review of the claims, and the reviewing employee shall have authority to order appropriate corrective action. Such review shall stay the discontinuance of utility service until the review is completed. The Company may request written documentation from the residential customer to support its claims.

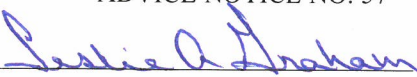
N. Utility service to a customer may be discontinued only during the hours from 8:00 a.m. to 4:00 p.m. on Monday through Thursday and may not be discontinued less than twenty-four (24) hours prior to a holiday or weekend unless the Company's business office is open for receipt of payment of past due charges and Company personnel are available to restore such service upon payment during said holiday or weekend. x  
x

O. Winter Moratorium Protections: x  
1. Unless requested by the customer, utility service shall not be discontinued to any residential customer for nonpayment during the period from November 15 to March 15 if the Company receives notice that the residential customer meets the qualifications of LIHEAP as determined by the administering authority for the current heating season and: x  
x

a. The residential customer has no past due charges on November 15 of the current heating season; or x  
x

b. The residential customer has a settlement agreement or installment agreement with the Company for amounts other than those owing from the prior heating season, and the residential customer continues to make the agreed-upon payments under the settlement or installment agreement. x  
x  
x  
x

ADVICE NOTICE NO. 57

  
\_\_\_\_\_  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SIXTH REVISED RULE NO. 16  
CANCELLING FIFTH REVISED RULE NO. 16  
DISCONTINUANCE AND RESTORATION OF SERVICE

Page 9 of 9

2. At any time during the current heating season, a residential customer may become eligible for winter moratorium protection from discontinuance or disconnection of service of a notice issued by the administering authority is provided to the Company that the customer meets the qualifications of LIHEAP and the residential customer either pays the amount due as of November 15 or enters into a settlement or installment agreement for such past-due amounts and continues to make the agreed-upon payments under the settlement or installment agreement. x  
x  
x  
x  
x  
x  
x
3. Any residential customer that has had services discontinued or disconnected during the current winter heating season for whom the Company receives, subsequent to the disconnection or discontinuance of service, proof of qualification issued by the administering authority and has met the payment requirements of subsection O(1) of Rule No. 16, shall have service reconnected as soon as reasonable but no later than the next working day if otherwise qualified for protection. Immediate payment of a reconnection fee shall not be a prerequisite to such reconnection, however, if a reconnection fee is applicable it shall be applied to the customer's account. x  
x  
x  
x  
x  
x  
x  
x
4. The Company shall make installment agreement options available to any residential customer that has an unpaid bill pursuant to the regulations of the Commission. x  
x  
x
5. A residential customer who has defaulted on the residential customer's chosen installment agreement and whose utility service has been discontinued or disconnected during the non-heating season shall be reconnected and maintain the protection afforded by this section by paying reconnection charges according to Rate No. 4 and by paying the amount due pursuant to the installment agreement by the date on which service is reconnected. x  
x  
x  
x  
x  
x

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

FOURTH REVISED RULE NO. 17  
CANCELLING THIRD REVISED RULE NO. 17  
PAYMENT AGREEMENTS

Page 1 of 2

A. When the Company and a residential customer settle a dispute or when a residential customer does not dispute liability for an outstanding bill or bills but demonstrates an inability to pay the outstanding bill or bills then due, the Company and residential customer shall enter into a payment agreement to pay the amount of the bill or bills. The terms of a payment agreement which extends beyond forty-five (45) days shall be confirmed by the Company in writing and mailed or delivered to the residential customer. No payment agreement may extend beyond ninety (90) days, except that this provision shall not apply to payment agreements for bill adjustments made by the Company pursuant to Company Rule No. 9. x

B. The Company is not required to enter into a payment agreement with a Chronically Delinquent residential customer. However, if a Chronically Delinquent residential customer can demonstrate to the Company that the residential customer does not have adequate financial resources to pay the outstanding bill without participation in a payment agreement because the residential customer meets the qualifications of LIHEAP, or is subject to other special considerations, the Company shall give special consideration to such a residential customer in determining whether to extend a payment agreement to that residential customer. x

C. Every payment agreement involving an inability to pay an outstanding bill in full when due shall provide that service will not be discontinued if the residential customer pays a reasonable portion of the outstanding bill upon signing the payment agreement and agrees to pay the remaining outstanding balance in reasonable installments until the bill is paid. For purposes of determining reasonableness, the parties shall consider:

- (a) the size of the outstanding balance;
- (b) the residential customer's ability to pay;
- (c) the residential customer's payment history;
- (d) the time that the balance has been outstanding;
- (e) the reasons why the balance has been outstanding; and
- (f) any other relevant factors to the residential customer's service.

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

FOURTH REVISED RULE NO. 17  
CANCELLING THIRD REVISED RULE NO. 17  
PAYMENT AGREEMENTS

Page 2 of 2


D. The Company's Form No. 7 shall be used to execute the payment agreement. The Residential customer shall receive a copy of the payment agreement at the time it is signed.

E. A payment agreement to pay an outstanding past due balance does not relieve a residential customer from the obligation to pay future bills on a current basis. x  
x

F. FAILURE TO COMPLY WITH A PAYMENT AGREEMENT: If a residential customer fails to comply with a payment agreement, the Company may discontinue service after notifying the residential customer by personal delivery of written notice, by first class mail, or by electronic mail that the residential customer is in default of the payment agreement; stating the nature of the default; and stating that unless a payment which brings the payment agreement current is made within seven (7) days from the date of notice, the Company will discontinue service on a certain date, however, during the heating season from November 15 through March 15, the provisions of 17.5.410.30 NMAC shall apply. Nothing in this section shall preclude the Company and a residential customer from re-negotiating the terms of a payment agreement. x  
x  
x

1. Written notice for failure to comply with a payment agreement shall also contain the following statement: "If you have difficulty paying this bill and feel you may qualify for assistance in paying your utility bill from the low-income home energy assistance program (LIHEAP) or another assistance program in your community, contact the human services department at 1-800-283-4465, the tribal or pueblo entity that administers a tribe's or pueblo's LIHEAP, or contact the residential customer service representative at this utility; application forms for LIHEAP are available at the billing offices of this utility, at the human services department, and at the tribal or pueblo entity that administers a tribe's or pueblo's LIHEAP; application forms should be returned to the human services department or the tribe or pueblo entity that administers a tribe's or pueblo's LIHEAP; the human services department and the tribal or pueblo entity and not this utility, administer the program and determine your eligibility to receive assistance." x  
x  
x  
x  
x  
x  
x  
x  
x  
x

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SECOND REVISED RULE NO. 18  
CANCELLING FIRST REVISED RULE NO. 18  
COMMISSION COMPLAINT PROCEDURES

Page 1 of 2

As established in the Commission's Rules and Regulations, the following procedures must be followed by customers having a dispute with the Company.

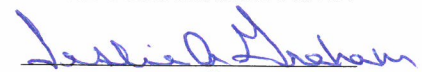
A. The Commission's normal policy is to not accept formal or informal complaints from a customer until the customer has made a good faith effort to resolve the complaint directly with the Company. The Commission will waive this policy when in equity and good conscience circumstances so require. If the customer and the Company are unable to resolve a dispute, the Company representative shall:

1. Advise the customer that if the complaint cannot be resolved to the parties' satisfaction, each has a right to file an informal or formal complaint with the Commission; and
2. Give the customer the address and telephone number where the customer may file a complaint with the Commission.
3. If the customer is a member of a New Mexico tribe or pueblo, the Company shall advise the customer that he or she can request help with translation or other assistance by contacting the Commissions Consumer Relations Division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance.

X  
X  
X  
X  
X  
X  
X  
X  
X  
X

B. Informal Complaints. Informal complaints should be in writing but may be initiated by telephone or in person at the offices of the Commission. If in writing, the complaint need not be in affidavit form. An informal complaint shall state the name and address of the residential customer, the name of the Company, the nature of the original complaint in a clear and concise manner, the relief requested, whether the residential customer has pursued all remedies with the Company which are available, and such other information as is required under the Rules of Practice and Procedure of the Commission (NMPUC Rule No. 110). If the informal complaint does not initially contain this information a member of the Commission staff will contact the complainant to attempt to obtain the missing data.

ADVICE NOTICE NO. 57

  
Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

SECOND REVISED RULE NO. 18  
CANCELLING FIRST REVISED RULE NO. 18  
COMMISSION COMPLAINT PROCEDURES

Page 2 of 2

C. Upon receipt of an informal complaint, the Commission shall, when appropriate, advise the Company within a reasonable period of time that a complaint has been filed against it; the Commission staff shall review and investigate the complaint and shall advise the complainant and the Company, within a reasonable time, of the results of the investigation.

D. If the staff of the Commission is unable to resolve the complaint to the satisfaction of the parties, either party may, within five (5) days after receipt of the results of the investigation, request an informal conference with the staff or file a formal complaint in accordance with the Rules of Practice and Procedure of the Commission. The Commission must find probable cause for the complaint prior to setting the matter down for hearing.

E. If the parties are unable to reach a settlement of their dispute, a formal complaint may be filed with the Commission pursuant to the provisions of the Rules of Practice and Procedure of the Commission (NMPUC Rule No. 110).

F. The Company shall not discontinue utility service to a residential customer or issue a notice of discontinuance relative to a matter in dispute once a formal complaint has been filed with the Commission. The Commission shall immediately notify the Company that a formal complaint has been filed against it.

G. The Commission shall authorize the commencement, prosecution, defense and investigation of any complaint filed under these rules without payment of fees and costs or security by a residential customer who makes an affidavit that the residential customer is unable to pay such costs or security, as may be provided for by law (in forma pauperis).

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

THIRD REVISED RULE NO. 22  
CANCELLING SECOND REVISED RULE NO. 22  
UNAUTHORIZED CONNECTIONS  
AND TAMPERING WITH EQUIPMENT

Page 1 of 1

A. Natural Gas Service furnished by the Company to any customer shall be used only in connection with such Customer's Premises to which the service is piped. No additional customer facilities or facilities of others shall be connected to the existing service line nor shall service be piped from one residence, dwelling, or building without first obtaining written permission from the Company.

B.If any service equipment, including meters and piping, has been tampered with, damaged or deliberately destroyed by the Customer, owner of the premises or other person living or working at the premises, the service connection shall immediately be terminated. When the Company has determined that a customer has tampered with, damaged or deliberately destroyed any service equipment, the Customer or occupant of the premises shall be responsible for all costs associated with terminating and repairing the facilities in addition to the Energy Diversion/Meter Tampering Fee in accordance with Rate No. 4, and may be subject to criminal or civil charges pursuant to local applicable ordinances, statutes or civil laws. The Company may refuse to re-connect the service.

x

x

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

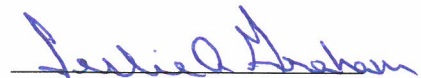
FIRST REVISED RULE NO. 30  
CANCELLING ORIGINAL RULE NO. 30  
SERVICE OF NOTICE TO CUSTOMERS

Page 1 of 1

A. Notice by the Company to customers shall be delivered in person or deposited in the United States mail with postage prepaid, or given orally by an authorized representative of the Company, either in person or by telephone. Notice shall be considered given when actually communicated in the case of oral notices and when deposited in the United States mail when notice is given by letter or postcard. Notice can also be delivered by electronic mail if that Customer has elected to receive electronic billings and/or electronic notifications.

x  
x  
x

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING CO.

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Third Revised Form No. 6	Three Day Disconnect Notice	x
Fifth Revised Form No. 7	Payment Agreement	
Original Form No. 8	Third Party Guaranty Agreement	
Original Form No. 10	Request for Transportation Service	
Second Revised Form No. 11	Transportation Contract	
Third Revised Form No. 12	Notice of Discontinuance of Service for Failure to Comply with Payment Agreement	x
First Revised Form No. 13	Natural Gas Sale for Resale Service Agreement	
First Revised Form No. 14	Application for Gas Service	x
Original Form No. 15	Medical and Financial Certification	

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager

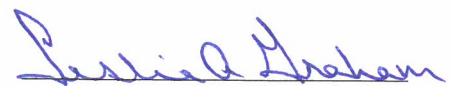
ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING COMPANY

SEVENTH REVISED FORM NO. 1  
CANCELLING SIXTH REVISED FORM NO. 1  
CUSTOMER SERVICE GUIDE

Page 1 of 1

SEE ATTACHED FORM

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



# ZIA NATURAL GAS COMPANY CUSTOMER SERVICE GUIDE

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



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

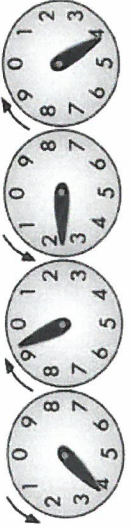
**RECONNECTION OF SERVICE**  
Any customer whose service is discontinued may be required to pay a reconnection fee and service charge in addition to all other fees and charges before being reconnected to any system operated by Zia Natural Gas Company.

**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.)



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 account 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.



## RECONEXION DEL SERVICIO

Se puede requerir que cualquier cliente cuyo servicio se suspenda pague una tarifa de reconexión y un cargo por servicio además de todas las demás tarifas y cargos antes de volver a conectarse a cualquier sistema operado por Zia Natural Gas Company.

## LOS PROGRAMAS DE LA AYUDA DE LA ENERGIA

El Departamento de Servicios de Humano de Nuevo Mexico ofrece el Programa Buscador de Ingresos Bajos de Energia Ayuda para ayudar a las familias bajas de ingresos pagan sus cuentas que calientan. En Hobbs, la oficina se localiza en 2120 North Alto, Suite D, (575)397-3400. En el condado de Lincoln, la oficina se localiza en 26387 Highway 70, (575)378-1762. En el condado de Dona Ana, la oficina se localiza en 655 Utah Ave., (575)524-6500. En Raton, la oficina se localiza en 1233 Whittier St., (575)445-2308. Se puede realizar una consideración especial para determinar los montos de los depósitos y los términos del acuerdo de pago para los clientes residenciales que califiquen para LIHEAP.

## PROTECCIONES DE MORATORIA DE INVIERNO

Su servicio no sera desconectado desde el 15 de Noviembre hasta el 15 de Marzo si usted califica para El Programa de Ayuda de Energia (LIHEAP) si no tiene ninguna cantidad astrasada para del 15 de Noviembre o esta hacienda los pagos anteriormente aceptados con los arreglos de pago. Para mas informacion, comuniquese con los departamentos arriba o con la entidad tribal o al pueblo que administra el LIHEAP. Los miembros de las tribus o pueblos de Nuevo Mexico que necesitan ayuda con la traducción u otros asuntos pueden ponerse en contacto con el NMPRC Consumer Relations Division a (888) 427-5772.

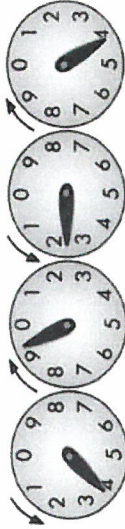
## OPCIONES DE PAGO

El pago puede hacerse en efectivo, cheque o giro postal en su oficina local. El pago se puede hacer con cheque o giro postal en el buzón ubicado en cada estacionamiento de la oficina local o por correo en el sobre provisto con su factura. Zia tambien ofrece un programa de giro bancario automatico sin cargo adicional.

Los pagos realizados a través de procesadores de pago de terceros, incluidos los pagos en línea realizados a través del sitio web de Zia, están sujetos a tarifas de servicio adicionales cargadas directamente por el procesador de pagos de terceros. Zia no tiene control sobre la cantidad de estas tarifas de servicio y no tiene la capacidad de reembolsar o cancelar esta tarifa.

## COMO LEER SU MEDIDOR

En su medidor de gas, se refiere a las cuatro esferas grandes. Lea las esferas de la izquierda al derecho, y anote el numero mas bajo la mano de cada esfera ha pasado. Eso le da la corriente que lee en su medidor. Para determinar cuanto gas usted ha usado, reste el mes previo, mostrado en su cuenta, de la corriente que lee. (muestra a continuación lee 3924.)



Si usted tiene cualquier pregunta sobre su servicio de gas natural, por favor llame o visite su oficina de distrito local. Estamos aqui para ayudarlos.

Por las areas del condado Lincoln:

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

Por las areas de Hobbs, de Jal y de Tejas:

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

Por las areas de condado Dona Ana y Hatch:

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

Por las areas de Maxwell, de Springer, y de Raton:

575-375-2277  
Maxwell Village Hall  
(solo centro de pago)  
316 Maxwell Avenue  
Maxwell, New Mexico 87728  
Springer Village Hall  
(solo centro de pago)  
606 Colbert Ave.  
Springer, New Mexico 87747

# ZIA NATURAL GAS COMPANY GUIA DE SERVICIOS PARA CLIENTES

Zia Natural Gas Company esta dedicado a proporcionar servicio confiable y economico del gas natural a todos de sus clientes. Esta guia del servicio proporciona a usted como un resumen de log terminos y condiciones del servicio Zia se requiere mantener par regulacion del estado. Una copia completa de las tarifas, de las reglas y de las formas de Zia esta disponible para su revision en cada uno de nuestras oficinas de distrito. Si usted tiene cualquier pregunta sobre su servicio del gas natural, por favor llame 0 visite su oficina de distrito local. Este resumen se le proporciona de acuerdo con NMPRC Rule 17.5.410 NMAC.



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



ZIA NATURAL GAS COMPANY



## PARA SOLICITAR SERVICIO

Todos los clientes deben completar un formulario de solicitud y traerlo o enviarlo por fax o correo electrónico a la oficina local. Un cliente que posee o está comprando una casa o puede proporcionar una referencia de crédito de otra utilidad no tendrá que pagar un depósito de seguridad. Se requerirán depósitos de seguridad para un cliente que no haya tenido previamente servicio público y que no haya establecido una calificación crediticia aceptable, para un cliente que ha estado atrasado en los pagos tres o más veces en un año ("Delincuente crónico"), como un condición para la reconexión del servicio después de la interrupción del servicio por parte de la empresa, o para cualquier cliente que esté alquilando o alquilando una casa o departamento, a menos que ese cliente haya sido cliente de Zia previamente. Un depósito para un cliente residencial no debe exceder una cantidad equivalente a una sexta parte (1/6) de la facturación anual estimada de ese cliente. Si no hay un periodo comparable de servicio en ese local, entonces el depósito se basará en el consumo de clientes similares en la misma área. Las tarifas, tarifas y cargos que se cobrarán a un cliente se pueden encontrar en las Listas de tarifas aprobadas de Zia, disponibles para su revisión en el sitio web de la compañía o en cada oficina local.

## LOS PROCEDIMIENTOS DE FACTURAR

### A. Su Cuenta de Gas Natural

Su factura de gas natural incluye los siguientes cargos, según la cantidad de uso:

1. Costo del gas: este es el costo del suministro de gas comprado por Zia para la entrega a sus clientes. Zia compra su suministro de gas en un contrato basado en los costos del mercado. Zia no remarca este costo y está sujeto a la revisión y aprobación del estado.
2. Cargos de distribución y transmisión: estos son los costos para operar y mantener los sistemas de transmisión y distribución de Zia, incluidos los conductos, medidores y reguladores, y todo el equipo y el personal necesarios para brindar su servicio.
3. Cualquier cláusula adicional aprobada por la Comisión de Regulación Pública de Nuevo México.

Su factura también incluirá un Cargo base mensual en el que se incurre independientemente de si usa algún gas. Esta es una tarifa de acceso del cliente, asociada con la lectura del medidor, operaciones administrativas y contables, y otras operaciones de servicio al cliente.

Los cargos de distribución, transmisión y base son revisados y aprobados por la comisión reguladora del estado, y no se pueden cambiar sin un caso de tasa general. Su factura también reflejará el impuesto local a las ventas y, en algunas áreas, una tarifa de franquicia, que Zia paga a la ciudad o condado por el uso de los derechos de paso públicos al proporcionar su servicio de gas natural.

Su factura se vence cuando la reciba, y si no se paga, después de veinte (20) días calendario a partir de la fecha de envío, se considera Delincuente. Se aplicará un cargo por demora de 0.67% a los saldos morosos.

## B. Plan de pago del presupuesto

Se encuentra disponible un plan de pago de presupuesto residencial que proporcionará doce (12) pagos mensuales iguales. El pago mensual se calculará determinando el uso total del cliente en esa ubicación durante los últimos doce (12) meses, incluida cualquier subcarga o sobrecarga, y dividiendo el total entre doce (12). El plan de pago del presupuesto está disponible para un cliente residencial que está al corriente en los pagos por el servicio de gas o que ha celebrado y está cumpliendo con un Acuerdo de pago. En caso de que un cliente de un plan de pago con presupuesto se convierta en Delincuente Crónico, la Compañía puede eliminar dicha cuenta de cliente del plan de pago del presupuesto.

### C. Las Cuentas Estimadas

Zia enviará una factura estimada solo si no podemos obtener acceso a su medidor o si un medidor está defectuoso o ha sido manipulado o eludido, o las condiciones climáticas impiden la lectura del medidor. Las facturas solo pueden basarse en el uso estimado por no más de dos (2) periodos de facturación consecutivos. Intentaremos ponernos en contacto con usted para aliviar las condiciones que nos impiden leer su medidor. Si subestimamos su uso y luego corregimos su factura, puede participar en un plan de pago a plazos con respecto a la cantidad subestimada.

### D. Las Cuentas Que Disputo

Si cree que su factura es inexacta, debe informar a la Compañía que los cargos por servicios públicos están en disputa mediante notificación por escrito, por teléfono o en persona; siempre que, si el aviso se proporciona por teléfono o en persona, debe darnos un aviso por escrito de la disputa dentro de los cinco (5) días posteriores a la fecha de contacto telefónico o personal. El monto no disputado aún debe pagarse a su vencimiento. Intentaremos resolver rápidamente cualquier disputa lo más rápido posible, trabajando con usted primero a través de nuestros empleados, luego nuestro gerente de oficina y nuestro gerente de distrito. Si la disputa no puede resolverse, puede presentar una queja ante el NMPRC llamando al (888)427-5772 o escribiendo a P.O. Box 1269, Santa Fe, NM 87504. La Regla No. 13 de Zia proporciona información más detallada sobre las facturas disputadas.

## LA SUSPENSIÓN DEL SERVICIO DE GAS

### NATURAL

Para la protección de nuestros clientes, cualquier cliente que desee discontinuar su cuenta de servicio de gas natural debe notificarnos por escrito a la oficina local. También a veces interrumpimos el servicio durante un período razonable para reparaciones o mantenimiento de nuestro sistema; cuando esto suceda, haremos todo lo posible por notificarte y ayudar a volver a encender los electrodomésticos.

### La Compañía puede suspender el servicio sin aviso previo:

1. En el caso de una condición determine a ser peligrosa.
2. Si su uso del equipo afecta adversamente el equipo de la Compañía o nuestro servicio a otros.
3. Si usted manipula con, dana o destruye deliberadamente el equipo amueblado y poseído por la Compañía.
4. En el caso del uso no autorizado del servicio.
5. En una emergencia.

## El servicio se puede discontinuar con tres (3) días de nota bajo las condiciones siguientes:

1. La negativa para otorgar el acceso al equipo para el propósito de la inspección, el Contador leyendo, la conservación o el reemplazo.
2. La falta de proporcionar el servicio, el equipo, los permisos, los certificados y / o los derechos de paso especificados por la Compañía como condición para obtener el servicio o en caso de que dicho equipo o permiso se retire o finalice.
3. Violación y / o incumplimiento de las reglas de la Compañía archivadas y aprobadas por la comisión reguladora estatal.
4. Presentación de un fraudulent Medical Certificate or Financial Certification Form.

## El servicio se puede discontinuar después siete (7) días nota escrita para:

1. El fracaso de cumplir las condiciones de un Acuerdo del Pago.

## El servicio se puede escontinuar despues quince (15) dias nota escrita para:

1. Falta de pago de una cuenta delinciente.

## La Compañía NO descontuara el servicio para:

1. Fracaso a pagar servicios especiales.
2. Fracaso a pagar el servicio recibido en un punto separado del servicio, la residencia, o la ubicación.
3. Fracaso a pagar una clase diferente del servicio recibido en la ubicación misma o deferente.
4. Fracaso a pagar la cantidad disputada de una cuenta.
5. La delincuencia en el pago para el servicio a un ocupante previo del mismo local a menos que un tribunal ha encontrado el cliente Nuevo responsable legalmente para la deuda del ocupante previo o el ocupante previo continua residir en el local.
6. El fracaso pagar la cuenta de otro cliente como garante del mismo.

Avisaremos a una parte tercera – o una personal especial, organización, o agencia gubernamental específico - en su beneficio, quien pueda asistirlo en el pago de las cuentas de utilidad. Complete uno de nuestras formas de garantía de parte tercero.

Si usted esta en peligro de estar desconectado, y hay alguien en su casa que es enfermo gravemente o cronicamente puede evitar la suspension por someter un Certificado Medico y Financiero, disponible en su oficina local, y de ejecutar un Acuerdo del Pago.

Evitar para ser desconectado puede entrar en un Acuerdo del Pago con la Compañía que tendra en cuenta tres pagos a plazos del equilibrio vencido, sobre un period de 45 dias..



ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING COMPANY

SEVENTH REVISED FORM NO. 2  
CANCELLING SIXTH REVISED FORM NO. 2  
BILL FORM

Page 1 of 1

SEE ATTACHED FORM

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager



**ZIA NATURAL GAS COMPANY**  
CUSTOMER SERVICE OFFICE

Bill Date	Current Charge Past Due After	Account Number	X
TOTAL AMOUNT DUE			

PLEASE SHOW AMOUNT  
OF PAYMENT \_\_\_\_\_

Please Return This Portion In The Enclosed Envelope  
Or Bring Entire Bill If Paying In Person.

Acct. No.	Meter No.	Serv. Add.	X
-----------	-----------	------------	---

FROM	SERVICE PERIOD		NO. OF DAYS	METER READINGS		METER MULTIPLIER	USAGE IN CCF	
	TO			PREVIOUS	PRESENT			

Billing History

# Thank You!

## ZIA NATURAL GAS CO.

3700 W. Picacho Ave.  
Las Cruces, New Mexico 88007



ADDRESS ABOVE SHOULD SHOW  
THROUGH RETURN ENVELOPE WINDOW

### CUSTOMER SERVICE INFORMATION

If you have any questions or complaints about your bill, service, or the rules and regulations governing your service, please contact or write your local Zia Natural Gas Company office. The address and phone number are on your bill.

Any problem can usually be cleared up more effectively, if you talk with our local office personnel, who have immediate access to the details concerning billing or customer's service.

Please take a moment to review the following information:

- Your bill becomes past due 20 days from the date it is **billed**. A late payment charge of 0.67% may be applied to all unpaid amounts carried forward to the next month's bill. Your residential service can be disconnected for past due amounts 15 days from the date of final notice. Your commercial service can be disconnected for past due amounts 4 days from the date of final notice. A security deposit and reconnect fees can be required before re-connection.

- If you are having trouble paying your bill, please call our office at the phone number shown on the front of your bill so we may assist you.

### CUSTOMER SERVICE LINE NOTICE

Zia Natural Gas Company does not maintain customer's buried piping. Customers should periodically check buried piping for leaks or corrosion and repair any unsafe condition. If customer buried piping is not maintained, it may be subject to corrosion if the pipe is metallic. Heating contractors or plumbers can assist in locating, inspecting, and repairing customer buried piping.

Prior to digging or excavating, please contact the New Mexico One Call at 1-800-321-2537 or 811 to locate buried utilities.

### HUNDRED CUBIC FEET (CCF)

This is the standard unit for measuring volumes of natural gas under PRC's standard conditions. It is at a pressure of four ounces above local atmospheric pressure and at a temperature of 60° fahrenheit.

### ENERGY EFFICIENCY

Energy Efficiency programs can result in cost savings and benefit the environment. Learn more about these programs and rebates that may be available to you at [www.zngc.com](http://www.zngc.com).



### INFORMACIÓN DE SERVICIO PARA EL CLIENTE

Si Ud. tiene preguntas o quejas acerca de su cuenta, servicio, o las reglas y las regulaciones que gobiernan su servicio, llame o escriba su oficina local de Zia Natural Gas. La dirección y número de teléfono se encuentran en su cuenta.

Generalmente cualquier problema puede ser aclarado más efectivamente si Ud. habla con la oficina local la que tiene acceso inmediato a los detalles con respeto a su cuenta o su servicio.

Favor de tomar un momento a revisar la siguiente información:

- Su cuenta se vence 20 días de la fecha que **fue puesta** en el correo por nosotros. Un pago atrasado de 0.67% puede ser aplicado a su próxima cuenta por importes impagados. Su servicio puede ser desconectado por los importes impagados 15 días después de la fecha de la noticia final. Su comercial servicio puede ser desconectado por los importes impagados 4 días después de la fecha de la noticia final. Un depósito de seguridad y cargo de reconexión pueden ser requeridos antes de reconectar el servicio.

- Si tiene dificultad en pagar su cuenta, sírvase llamar a nuestra oficina al número indicado en la parte delantera de su cuenta para poder asistirlo.

### AVISO: LA LÍNEA DE SERVICIO DEL CLIENTE

Zia Natural Gas Co. no mantiene la tubería enterrada de los clientes. Los clientes deben inspeccionar la tubería enterrada de vez en cuando por escapes o corrosión, y reparar cualquier condición que sea peligrosa. Si no se mantiene la tubería enterrada, puede ser sometida a corrosión si el tubo es metálico. Contratistas de calefacción o fontaneros pueden ayudar en localizar, inspeccionar, y reparar la tubería enterrada del cliente.

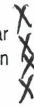
Antes de cavar o excavar, favor de ponerse en contacto con The New Mexico One Call a 1-800-321-2537 o 811 para localizar su tubería enterrada.

### CIEN PIES CÚBICOS (CPC)

Esta es la unidad normal para medir volúmenes de gas natural bajo las condiciones regulares de la PRC. (el Public Regulation Commission) Está a una presión de cuatro onzas sobre la presión atmosférica local y a una temperatura de 60° F.

### EFICIENCIA ENERGÉTICA

Programa de Eficiencia Energética puede resultar en ahorros de gastos y beneficiar al medio ambiente. Puede aprender más de estos programas y descuentos que pueden ser disponible a usted en la pagina [www.zngc.com](http://www.zngc.com)



**ZIA GAS OFFICE HOURS**  
**8:30 A.M. TO 5:00 P.M.**  
**MONDAY THRU FRIDAY**  
**EXCEPT HOLIDAYS**

**ZIA GAS OFFICE HOURS**  
**8:30 A.M. TO 5:00 P.M.**  
**LUNES - VIERNES**  
**EXCEPTO DÍAS FESTIVOS**

NATURAL GAS

SAFE



CLEAN



EFFICIENT



ECONOMICAL

ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING COMPANY

ELEVENTH REVISED FORM NO. 3  
CANCELLING TENTH REVISED FORM NO. 3  
SHUT-OFF NOTICE

Page 1 of 1

SEE ATTACHED FORM

ADVICE NOTICE NO. 57



Leslie A. Graham  
General Manager





ZIA NATURAL GAS COMPANY

# SHUT OFF NOTICE

OFFICE HOURS: 8:30 A.M. - 5:00 P.M.  
MONDAY - FRIDAY

CUSTOMER # (Cliente No.)  
ACCT # (Cuenta No.)  
METER # (Contador No.)  
DATE (Fecha)  
TOTAL PAST DUE (Cuenta Vencida)  
**TOTAL PAST DUE AMOUNT DOES NOT INCLUDE CURRENT BILL**

SERVICE ADDRESS (Dirección de servicio):

ACCORDING TO OUR RECORDS YOUR ACCOUNT FOR GAS SERVICE IS PAST DUE IN THE AMOUNT SHOWN BELOW:

TOTAL PAST DUE (Cuenta Vencida)	1 - 30	30 - 60	OVER 60
_____	_____	_____	_____

### 15 DAY DISCONNECT NOTICE FOR SERVICES

TO AVOID DISCONNECTION WE MUST RECEIVE YOUR PAST DUE BALANCE SHOWN ABOVE NO LATER THAN \_\_\_\_\_ OR PAYMENT ARRANGEMENTS MUST BE MADE. PLEASE SEE THE ENCLOSED URGENT NOTICE FOR MORE INFORMATION.

**AVISO DE DESCONEXIÓN DE SERVICIOS EN 15 DÍAS.** PARA EVITAR DESCONEXIÓN, DEBEMOS RECIBIR LA CANTIDAD ATRASADA ARRIBA PARA EL \_\_\_\_\_, O DEBE HACER ARREGLOS DE PAGO. LEA POR FAVOR LA NOTA URGENTE INCLUIDA PARA MÁS INFORMACIÓN.

IF SERVICE IS DISCONNECTED, RECONNECTION WILL REQUIRE PAYMENT OF THE PAST DUE AMOUNT AND A RECONNECTION CHARGE OF \$15.00 DURING NORMAL OFFICE HOURS AND \$22.50 AFTER HOURS PLUS A LABOR COST OF \$75.00 DURING NORMAL OFFICE HOURS AND \$112.50 AFTER HOURS TO MAKE THE RECONNECTION. A SECURITY DEPOSIT WILL BE REQUIRED AT THE TIME PAYMENT IS MADE. X

SI EL SERVICIO ESTÁ DESCONECTADO, LA RECONEXIÓN REQUERIRÁ PAGO DE LA CUENTA VENCIDA Y UN CARGO DE RECONEXIÓN DE \$15.00 DURANTE HORAS DE OFICINA O \$22.50 DESPUES DE HORAS OFICINA, MAS UN COSTO LABORAL DE \$75.00 DURANTE HORAS DE OFICINA O \$112.50 DESPUES DE HORAS OFICINA. UN DEPOSITO DE SEGURIDAD SE REQUIREIA CUANDO EL PAGO ES HECHO. X

### ★ ★ ★ URGENT NOTICE ★ ★ ★

#### Your Rights and Responsibilities Regarding Discontinuance of Services

Dear Zia Natural Gas Company Residential Customer:

This notice is to inform you that your utility payment is past due. Your service will be disconnected after the date printed on the enclosed bill if payment is not made by then. Upon request, we can provide outstanding charge information to you including the dates of service during which the outstanding charges were incurred and the date and amount of the last payment. You can participate in a payment plan if you can demonstrate that you do not have the financial resources to pay the outstanding amount, or if you are low income or are subject to other special circumstances.

IF YOU HAVE DIFFICULTY PAYING THIS BILL, AND FEEL YOU MAY QUALIFY FOR ASSISTANCE IN PAYING YOUR UTILITY BILL FROM THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM, OR ANOTHER ASSISTANCE PROGRAM IN YOUR COMMUNITY, CONTACT THE COMMUNITY ASSISTANCE SECTION OF THE HUMAN SERVICES DEPARTMENT AT 1-800-283-4465, THE TRIBAL OR PUEBLO ENTITY THAT ADMINISTERS A TRIBE'S OR PUEBLO'S LIHEAP, OR THE CUSTOMER SERVICE REPRESENTATIVE AT THIS UTILITY.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) APPLICATION FORMS FOR THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM ARE AVAILABLE AT THE BILLING OFFICES OF THIS UTILITY, AT THE HUMAN SERVICES DEPARTMENT, AND AT THE TRIBAL OR PUEBLO ENTITY THAT ADMINISTERS A TRIBE'S OR PUEBLO'S LIHEAP. YOU SHOULD RETURN THE APPLICATION FORMS TO THE HUMAN SERVICES DEPARTMENT OR THE TRIBAL OR PUEBLO ENTITY THAT ADMINISTERS THE PROGRAM AND DETERMINES YOUR ELIGIBILITY TO RECEIVE ASSISTANCE.

If you believe that there is an error in your billing, contact us immediately for a review. After you pay the undisputed amount of your bill, we will postpone disconnection of your service until the dispute is resolved.

If you or someone in your household are seriously or chronically ill, we will not disconnect your service, if at least two days before the disconnection date, we receive a completed original of the attached Zia Natural Gas Company Medical and Financial Certification forms. The medical certification form must be completed by a licensed medical professional. The Financial Certification Form must be completed by an agency providing you with financial assistance or by the person responsible for utility service if that person qualifies for medicaid. PLEASE CONTACT YOUR LOCAL OFFICE IMMEDIATELY IF YOU THINK YOU QUALIFY FOR PROTECTION DUE TO A SERIOUS OR CHRONIC ILLNESS SUCH THAT DISCONNECTION OF YOUR SERVICE WOULD GIVE RISE TO THE SUBSTANTIAL RISK OF DEATH OR GRAVELY IMPAIR HEALTH.

If your service has been disconnected, we will restore service within twelve hours after you have satisfied the certification requirements above. Your obligation to pay your bill is not relieved if service is continued or reestablished because we receive these certifications.

Your service will not be disconnected from November 15 through March 15, if you qualify for the Low Income Home Energy Assistance Program (LIHEAP) and as of November 15, you had no past due amount and you are making the agreed upon payments under a payment plan. For information call HSD at 1-800-283-4465 or the tribal or pueblo entity that administers a tribe's or pueblo's LIHEAP.

We can put you in touch with other organizations in your community that might be able to help you. If you have a relative, friend, or agency that will assist in paying your bills, and you want us to notify them when disconnect notices are sent, contact us.

The budget bill program can help even out your payments throughout the year. You still pay for all of the energy you use. You can cancel your participation at any time. Upon cancellation, all amounts are due and become payable within 30 days. Any credits will be applied to your account.

See your bill for your local Zia Natural Gas Company payment locations.

If you are not satisfied with the arrangements that we provide, you have the right to file a complaint with the New Mexico Public Regulation Commission, 1120 Paseo de Peralta, Santa Fe, NM 87501. Telephone 505-827-6940 or 1-888-427-5772.

Special consideration will be given to a residential customer who meets the qualifications of LIHEAP, or has other special circumstances, in determining deposits and installment agreements. In making such determination, a utility shall accept documentation from the administering authority that such residential customer meets the qualifications of LIHEAP.

★ ★ ★ NOTICIA URGENTÉ ★ ★ ★

**Aviso de sus Derechos e Obligaciones de la Terminación del Servicio**

Estimado Cliente Residencial de Zia Natural Gas Company:

Este aviso le informe que su pago de utilidad ya está vencida. Su servicio se desconectará después de la fecha indicada en la cuenta adjunta, al menos que recibamos su pago antes de la fecha indicada. Si usted nos lo pide, le damos una copia de su cuenta con los cargos pendientes, las fechas del servicio, la fecha y la cantidad del último pago.

SI TIENE DIFICULTADES PARA PAGAR ESTA FACTURA, Y SIENDE QUE PUEDE CALIFICAR PARA ASISTENCIA EN EL PAGO DE SU BIL DE UTILIDAD DESDE EL PROGRAMA DE ASISTENCIA DE ENERGÍA DE BAJO INGRESO O DE OTRO PROGRAMA DE SU COMUNIDAD, COMUNÍQUESE CON LA ASISTENCIA DE LA COMUNIDAD DEL DEPARTAMENTO DE SERVICIOS HUMANOS AL 1-800-283-4465. TAMBIÉN SE PUEDE COMUNICAR CON LA ENTIDAD TRIBAL O AL PUEBLO QUE ADMINISTRA EL LIHEAP TRIBAL, O CON EL REPRESENTANTE DEL SERVICIO AL CLIENTE DE ESTA UTILIDAD.

LAS APLICACIONES DE BAJO INGRESO - PROGRAMA DE ASISTENCIA DE ENERGÍA LIHEAP ESTÁN DISPONIBLES EN LAS OFICINAS DE FACTURACIÓN DE ESTA UTILIDAD, EN EL DEPARTAMENTO DE SERVICIOS HUMANOS, E EN LA ENTIDAD TRIBAL O AL PUEBLO QUE ADMINISTRA EL LIHEAP TRIBAL. USTED DEBERÍA DE DEVOLVERLE LA APLICACIÓN AL DEPARTAMENTO DE SERVICIOS HUMANOS, O A LA ENTIDAD TRIBAL O AL PUEBLO QUE ADMINISTRA EL LIHEAP TRIBAL, PARA AVERIGUAR SU ELEGIBILIDAD PARA RECIBIR ASISTENCIA. NO NOSLOS DEVUELVA A ESTA UTILIDAD.

Si usted considera que ha ocurrido un error, comuníquese inmediatamente con nosotros para que le hagamos una revisión de su cuenta. Si usted paga la cantidad de la cuenta que NO está en disputa, se pospondrá la desconexión del servicio, hasta que se resuelva la disputa.

Si usted o alguien en su hogar está seriamente o crónicamente enfermo, no desconectaremos el servicio si al menos dos días antes de la fecha de desconexión, recibimos una forma Zia Natural Gas Medical and Financial Certification original y completa. El formulario de certificación médica debe completarse por un profesional médico con licencia. El formulario de certificación financiera debe completarse por una agencia de asistencia financiera o por la persona responsable de los servicios públicos, si esa persona califica para Medicaid. POR FAVOR CONTACTE LA OFICINA INMEDIATAMENTE SI USTED PIENSA QUE CALIFICA PARA PROTECCIÓN DEBIDO A UNA ENFERMEDAD GRAVE O CRÓNICA QUE DESCONEXIÓN DE SU SERVICIO LE DAN LUGAR A UN CONSIDERABLE RIESGO SUBSTANCIAL DE MUERTE O AFECTAR GRAVEMENTE LA SALUD.

Si su servicio ya se desconectó, Zia Natural Gas Company restaurará dentro de las 12 horas después de que se haya cumplido con los requisitos de los certificados. Los certificados médicos son válidos por 30 días y los certificados económicos son válidos por 90 días. Su obligación de pagar su cuenta se mantiene aunque el servicio de energía eléctrica se continúe o se vuelva a conectar debido al recibo de los certificados médicos e económicos.

Su servicio no será desconectado desde el 15 de Noviembre hasta el 15 de Marzo de si usted califica para El Programa de Ayuda de Energía (LIHEAP), y si no tiene ninguna cantidad atrasada para el 15 de Noviembre, y está haciendo los pagos anteriormente aceptados en los arreglos de pago. Para más información, comuníquese con HSD al 1-800-283-4465 o la entidad tribal o pueblo que administra una tribu o pueblo de LIHEAP.

Le ponemos en contacto con organizaciones de la comunidad que le puede ayudar. Si hay una tercera persona (un pariente, un amigo o una agencia) que le ayude a pagar sus cuentas, y si usted desea que Zia Natural Gas Company le notifique cuando le envíe un aviso de desconexión, por favor llámenos.

El programa de pagos de presupuesto le ayuda a establecer gastos regulares por el año. Usted todavía paga por toda la energía que usa. Se puede cancelar su participación cuando quiera. Cuando se cancela el programa, todas las cantidades debidas se cobran y se tienen que pagar adentro de los 30 días. Los créditos se aplican a su cuenta.

Revise su cuenta para ver las localidades de entregar el pago para Zia Natural Gas Company.

Si usted no quedó satisfecho con los arreglos que Zia Natural Gas Company proporciona, usted tiene el derecho, según las reglas de la NMPRC, de entregar una reclamación con la Comisión de Regulación Pública de Nuevo México ["New Mexico Public Regulation Commission", NMPRC, las siglas en inglés], 1120 Paseo del Peralta, Santa Fe, NM 87501, P.O. Box 1269, Santa Fe, NM 87504, teléfono (505) 827-6940 o al 1-888-427-5772.

Las consideraciones especiales se darán al cliente residencial que cumple con las calificaciones de LIHEAP, o que tenga otras circunstancias especiales, y cuando se determina la cantidad del depósito y los acuerdos de pagar en instalaciones. Cuando se hacen la determinación, la utilidad le acepta la documentación de la autoridades que muestran que el cliente cumple con las calificaciones de LIHEAP.

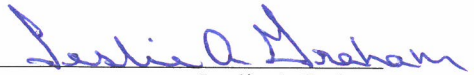
ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING COMPANY

THIRD REVISED FORM NO. 6  
CANCELLING SECOND REVISED FORM NO. 6  
THREE DAY DISCONNECT NOTICE

Page 1 of 1

SEE ATTACHED FORM

ADVICE NOTICE NO. 57



Leslie A Graham  
General Manager



Customer Number:  
Meter Number:  
Account Number:  
Customer Name:  
Service Address:  
Mailing Address:  
Date of Notice:

Dear \_\_\_\_\_:

\_\_\_\_\_ We have not been able to inspect, read or maintain our meter.

\_\_\_\_\_ Conditions for service as agreed to by the customer and the Company have been violated by the customer.

\_\_\_\_\_ Company rules are not being complied with or have been violated by the customer.

\_\_\_\_\_ Submission of a fraudulent Medical Certificate or Financial Certification form. X

Company personnel responsible for carrying out customer rights include the manager and service technicians. Personnel can be reached from 8:00 a.m. to 5:00 p.m. at the phone number shown above. If other arrangements are not made by \_\_\_\_\_, your gas service will be discontinued. You may obtain a review by company personnel of the reasons for discontinuance and service will not be discontinued during the review. If you disagree with our determination of the facts on which the discontinuance is based, you may file a complaint with the New Mexico Public Regulation Commission, PO Box 1269, Santa Fe, NM 87504-1269, (505) 827-6941 or (888) 427-5772.

Members of New Mexico tribes or pueblos who need help with translation or with other matters may contact the Commissions Consumer Relations Division at (888) 427-5772, who will contact the appropriate tribal or pueblo official for assistance. X  
X  
X

Sincerely, X

Customer Service X



Numero de Cliente:  
Numero de Contador:  
Number de Cuento:  
Nombre de Cliente:  
Direccion de Servicio:  
Direccion Postal:  
Fecha de Noticia:

Estimado \_\_\_\_\_ :

\_\_\_\_\_ No hemos podido inspeccionar, leer or mantener nuestro medidor.

\_\_\_\_\_ Las condiciones de servicio como se han acordado el cliente y la compania se han quebrantado por el cliente.

\_\_\_\_\_ Las reglas de la compania no se cumplen o fueron quebrantados por el cliente.

\_\_\_\_\_ Presentación de un certificado médico fraudulento o formulario de certificación financiera.

X  
X

Los empleados de la compania responsables por cumplir los derechos del cliente incluyen el gorento y el reparador. Se puede contactar los empleados desde las 8:00 am hasta las 5:00 p.m. en el numero del oficina local. Si otros arreglos no son hechos por \_\_\_\_\_, su servicio de gas será descontinuado. Puede ud obtener un repaso por empleados de la compania de las razones de la descontinuacion del servicio. El servicio de no sera descontinuado durante el repaso. Si Ud. no este de acuerdo co nuestra determinacion de los hechos en que esta basada la descontinuacion, puede Ud. presentar un queja con New Mexico Public Regulation Commission, PO Box 1269, Santa Fe, NM 87504-1269, (505) 827-6941, (888) 427-5772.

Los miembros de las tribus o pueblos de Nuevo México que necesiten ayuda con la traducción o con otros asuntos pueden comunicarse con la División de Relaciones con el Consumidor de la Comisión al (888) 427-5772, quien se pondrá en contacto con el funcionario tribal o del pueblo correspondiente para obtener ayuda.

X  
X  
X  
X

Sinceramente,

X

Servicio al Cliente

X

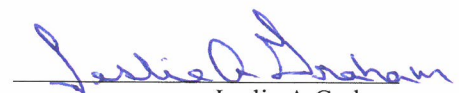
ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING COMPANY

THIRD REVISED FORM NO. 12  
CANCELLING SECOND REVISED FORM NO. 12  
NOTICE OF DISCONTINUANCE OF SERVICE FOR  
FAILURE TO COMPLY WITH PAYMENT AGREEMENT

Page 1 of 1

SEE ATTACHED FORM

ADVICE NOTICE NO. 57



Leslie A Graham  
General Manager

**NOTICE OF DISCONTINUANCE OF SERVICE  
FOR FAILURE TO COMPLY WITH PAYMENT AGREEMENT**

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

Customer Name: \_\_\_\_\_ Account Number: \_\_\_\_\_ X

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

Dear Customer:

You have failed to comply with your payment agreement which required that you pay on the following schedule: \_\_\_\_\_.

Payment has not been made as required.

Pursuant to Zia's Rule No. 17 and New Mexico Public Regulation Commission Rule No. 410.42, unless you make the payments necessary to bring your payment agreement current within seven days of the date of this letter, X

**YOUR SERVICE WILL BE DISCONTINUED ON \_\_\_\_\_.**

If you have difficulty paying this bill, and feel you may qualify for assistance in paying your utility bill from the Low Income Home Energy Assistance Program or another assistance program in your community, contact the Community Assistance Section of the Human Services Department at 1-800-432-6217, or contact the customer service representative at this utility. Application forms for the Low Income Home Energy Assistance program are available at the billing offices of this utility and at the Human Services Department. Application forms should be returned to the Human Services Department. The Human Services Department and not this utility administers the programs and determines your eligibility to receive assistance. During the period from November 15 to March 15, the provisions of 17.5.410.30 NMAC shall apply. X

*If you have any questions, please contact your local business office.*

PO Box 888	PO Box 2220		X
100 Short Drive	510 E. Bender	3700 W. Picacho Ave.	
Ruidoso Downs, NM 88346	Hobbs, NM 88240	Las Cruces, NM 88007	
(575) 378-4277	(575) 392-4277	(575) 526-4427	X

**NOTA DE DISCONTINUANCE DE EL SERVICIO  
PARA SU FALTA DE CONFORMARSE CON EL ACUERDO DEL PAGO**

La fecha: \_\_\_\_\_

Nombre del cliente: \_\_\_\_\_

Número de cuenta: \_\_\_\_\_

X

Teléfono: \_\_\_\_\_ Dirección de Servicio: \_\_\_\_\_

Estimado Cliente:

Usted no ha conformarse con su acuerdo del pago que requirió que usted paga en el horario siguiente: \_\_\_\_\_.

El pago no se ha hecho como requerido.

Según reglas No. 17 de Zia y New Mexico Public Regulation Commission No. 410.42, a menos que usted haga los pagos necesarios para traer corriente su acuerdo del pago pagar siete dias de la fecha de esta carta,

X

**SU SERVICIO SE DISCONTINUARA EN \_\_\_\_\_.**

Si usted tiene dificultad al pagar esta cuenta, y se siente que usted puede calificar para el programa bajo presupuesto en su hogar u otro programa de asistencia en su comunidad, contacte a "The Community Assistanace Section of Human Services" (Seccion de asistencia comunitaria de servicios humanos) en el telefono 1-800-432-6217, o al gerente de su compania local de Zia. as formas de la aplicación de las agencias de asistencia financiera antes mencionadas estan disponibles en esta oficina y en el Departamento de Servicios Humanos. Las aplicaciones deben ser entregadas a las oficinas de Departamento de Servicios Humanos. El Departamento es el que administra los programas y determina su elegibilidad para el programa de asistencia y no este compania. Durante el period de Noviembre 15 a Marzo 15 las provisiones de el articulo 17.5.410.30 NMAC se applicara.

X  
X

*Si usted tiene cualquiera pregunta, avisa por favor su oficiana local del negocio.*

PO Box 888  
100 Short Drive  
Ruidoso Downs, NM 88346  
(575) 378-4277

PO Box 2220  
510 E. Bender  
Hobbs, NM 88240  
(575) 392-4277

3700 W. Picacho Ave.  
Las Cruces, NM 88007  
(575) 526-4427

X

X



ZIA NATURAL GAS COMPANY  
A DIVISION OF  
NATURAL GAS PROCESSING COMPANY

FIRST REVISED FORM NO. 14  
CANCELLING ORIGINAL FORM NO. 14  
APPLICATION FOR GAS SERVICE

Page 1 of 1

SEE ATTACHED FORM

ADVICE NOTICE NO. 57



Leslie A Graham  
General Manager



# ZIA NATURAL GAS COMPANY APPLICATION FOR GAS SERVICE

### Terms and Conditions

Zia Natural Gas Company, ("the Company") is hereby requested to provide gas service at the location herein described (the "premises"), and to furnish, own and maintain metering and regulating equipment located on the premises, and the Customer agrees to take and pay for such service. As a condition to such service, it is understood and agreed as follows:

1. All private service lines, piping, appurtenant facilities, and gas-burning appliances or equipment (excluding metering and regulating equipment), located on or within the premises, shall be owned, maintained and controlled by the Customer and/or premises' owner in accordance with the Company's rules, tariffs, and other applicable laws and regulations as amended from time to time. Except as otherwise required by law, the Company is in no way responsible for the inspection, testing, maintenance, or repair of equipment or facilities not owned by the Company.
2. The Customer agrees to pay for gas service at the Company's established rates as amended and changed from time to time, plus all sales, use, excise and other taxes and fees. The Customer further agrees to abide by the Company's present and future rules, tariffs and other applicable laws and regulations as a condition of gas service.
3. The Customer agrees that the Company will have the right of access to the Customer's premises at reasonable times for the purpose of installing, reading, inspecting, testing, maintaining, or repairing metering and regulating equipment, or for the purpose of removing its property, and for all other proper and lawful purposes. The Customer shall properly protect the Company's property located on the premises.
4. The Company shall not be liable for damages due to interruptions in service and the Customer shall hold the Company harmless from any and all claims or liability for damage or injury to persons or property which may arise out of or be caused by the construction, maintenance, use, or operation of service lines, piping, facilities, equipment, or appliances which are located on the premises.
5. For gas service requiring conversion to natural gas from an alternative fuel source: Customer understands that in some cases the conversion to natural gas of a Customer-owned appliance may result in the nullification of the manufacturer's warranty for the Customer-owned appliance.
6. Customer agrees that in the event the manufacturer's warranty is nullified by the conversion to natural gas by a Company representative, that Customer shall be fully responsible and shall hold the Company harmless from any and all claims which may have been covered by the manufacturer's warranty.
7. This application pertains solely to one meter to be installed at the premises. Separate applications will be required for other meters or locations.
8. It is further understood and agreed that I will be billed a minimum base charge \$ \_\_\_\_\_ plus gas consumption upon installation of service line and meter commencing with the Company's next applicable billing cycle.

Date of Application \_\_\_\_\_ Date Gas Service Desired \_\_\_\_\_

Own \_\_\_ Rent \_\_\_ Type of Gas Service (circle one): Residential Commercial Irrigation Other \_\_\_\_\_ X

Customer's Name: \_\_\_\_\_

Spouse's Name: \_\_\_\_\_

Business Name (if applicable): \_\_\_\_\_

Tax-exempt? Yes \_\_\_ (Provide copy of tax certificate) No \_\_\_

Social Security Number \_\_\_\_\_ Driver's License # \_\_\_\_\_ Email \_\_\_\_\_

Employer \_\_\_\_\_ Telephone No. \_\_\_\_\_

Spouse Employer \_\_\_\_\_ Telephone No. \_\_\_\_\_

Service Address \_\_\_\_\_  
(Physical Address/City/State/Zip)

Mailing Address \_\_\_\_\_

Telephone No. Home: \_\_\_\_\_ Mobile: \_\_\_\_\_ Business: \_\_\_\_\_

Owner of Premises: \_\_\_\_\_ Address \_\_\_\_\_

Previous Owner/Tenant: \_\_\_\_\_ Telephone No. \_\_\_\_\_

After Hours Emergency Contact: Name \_\_\_\_\_ Telephone: \_\_\_\_\_

Have you previously had an account with Zia? Yes \_\_\_ No \_\_\_

If Yes, at what location? \_\_\_\_\_ Number of Years \_\_\_\_\_

Do you presently have gas service with Zia in your name? Yes \_\_\_ No \_\_\_ X

If yes, what address (physical address, city)? \_\_\_\_\_

Do you want to discontinue your present gas service? Yes  No  If yes, what date? \_\_\_\_\_ X

The Customer attests that by signing this application, he/she has received and read a copy of the Company's Customer Service Guide.

Customer's Signature: \_\_\_\_\_ Application Taken By: \_\_\_\_\_ X



# ZIA NATURAL GAS COMPANY SOLICITUD DEL SERVICIO DE GAS

## Terminos y Condiciones

Se le solicita a la compañía de gas natural l al domicilio aquí descrito ("el local") para abastecer, poseer y mantener todo el equipo para medir y regular este servicio en el lugar descrito, y el cliente esta de acuerdo tomar y pagar para el servicio. Como condición para dar ese servicio, se entiende y se acuerda lo siguiente:

1. Todas las líneas privadas de servicio, tuberías, otros aparatos y aparatos que quemen gas(sin incluir el equipo para regular y medir)que estén situados dentro del local, van a ser poseídos, mantenidos y controlados por Usted, el cliente y/o el dueño del local, de acuerdo con las reglas y otras leyes que se apliquen y que pueden cambiar de vez en cuando. Excepto cuando sea estrictamente requerido por la ley, la compañía no asume ni tiene la obligación de inspeccionar, aprobar, mantener o reparar los aparatos que no sean propiedad de la compañía.
2. El cliente acepta pagar el servicio con las tarifas establecidas por la compañía, que pueden cambiar de vez en cuando, más todos los impuestos establecidos por el gobierno. El cliente también acepta obedecer las reglas de la empresa, presentes o futuras, así como tarifas u otros reglamentos que se apliquen como condición para recibir el servicio de gas.
3. El cliente acepta la compañía tendrá el derecho de acceso al local propiedad del cliente, a horas razonables, con el propósito de instalar, leer, inspeccionar, aprobar, mantener o reparar el equipo de medir y regular; o para retirar el equipo propiedad de la empresa así como para otros propósitos y usos legales. El client sera responsable por danos o pérdida de los aparatos propiedad de la compañía que esten dentro del local.
4. La compañía no será responsable por daños causados por una interrupción del servicio y el cliente no fincará responsabilidades a la compañía empresa por daños y perjuicios a personas o propiedades que pudieran ser provocados por la construcción, mantenimiento, uso u operación de las líneas de servicio, tuberías, aparatos y equipo, o los aparatos electrodomésticos que estén situados dentro del local.
5. Cuando se requiera la conversión en algunos aparatos, de otros combustibles al gas natural, el cliente entiende que en algunos casos, esta conversión podría anular la garantía del fabricante sobre los aparatos propiedad del cliente.
6. El cliente acepta que en caso de que la garantía se nulifique, el cliente será el único responsable, y no fincará ninguna responsabilidad a la empresa por los derechos que estaban cubiertos por la garantía.
7. Esta solicitud es unicamente para un medidor en un solo local. Solicitudes por separado se deberán de hacer para otros locales o para otros medidores.
8. Entiendo y estoy de acuerdo en que habrá un cobro básico mínimo \$ \_\_\_\_\_ más el consumo de gas, comensando en el próximo ciclo de cobranza que sea aplicado.

Fecha de Solicitud \_\_\_\_\_ Fecha cuando desea el servicio \_\_\_\_\_

El local es rentado \_\_ Propio \_\_ Tipo de servicio (circulo uno) Residencial Comercial Irrigación Otro: \_\_\_\_\_ X

Nombre del Cliente: \_\_\_\_\_

Nombre de la Esposa: \_\_\_\_\_

Nombre del negocio(Si se aplica) \_\_\_\_\_

Exentos de impuestas? Si \_\_\_ (copia de certificado) No \_\_\_

Numero de seguro social \_\_\_\_\_ Licencia de manejar \_\_\_\_\_ Email \_\_\_\_\_

Empleador \_\_\_\_\_ Tel. \_\_\_\_\_

Cónyuge Empleador \_\_\_\_\_ Tel. \_\_\_\_\_

Dirección donde quiere servicio: \_\_\_\_\_  
(Ciudad,Estado, Zona Postal)

Dirección para correo: \_\_\_\_\_

Tel. de casa del Cliente: \_\_\_\_\_ Mobile: \_\_\_\_\_ Del trabajo: \_\_\_\_\_

Propietario (Nombre) \_\_\_\_\_ Dirección \_\_\_\_\_

Dueño Anterior \_\_\_\_\_ Tel. \_\_\_\_\_

Para cualquier emergencia favor de llamar a (Nombre) \_\_\_\_\_ Tel. \_\_\_\_\_

Tenía cuenta antes con Zia Gas? Si \_\_\_\_\_ No \_\_\_\_\_

Si la tenía, en que ubicación? \_\_\_\_\_ Por cuantos años? \_\_\_\_\_

Tiene actualmente servicio de Zia Gas? Si \_\_\_ No \_\_\_ En que dirección? \_\_\_\_\_ X

**Quiere terminar el servicio de Gas que tiene ahora? Si  No  En que fecha lo quiere cortar? \_\_\_\_\_ X**

El cliente atesigua que firmando esta aplicacion, el/ella ha recibido y leyo una copia de la guia del servicio de cliente de Compania.

Firma del cliente \_\_\_\_\_ Aplicación tomada por \_\_\_\_\_ X