



Frequently Asked Questions

1) How Long Does it Take to Get Power?

The amount of time varies, but in most cases the process will be completed in three to four weeks. You can help speed the process along by providing us with the information we need from you in as timely a manner as possible. The Customer Data Sheet (including easement information, if an easement is required for your electric line), complete with your signature plus the signed Letter of Permission are items that we have to get from you. Completing and signing these two forms and returning them to your engineering designer as soon as possible will help avoid delay in getting your power. Also note that if we require an easement we will need to receive the signed and notarized original document before we can build your power line.

2) What is a Contribution in Aid of Construction?

A Contribution in Aid of Construction, also known as CIAC, is a portion of the construction cost expense of building your power line that is borne by you. In calculating the CIAC charge we take into account the total cost to Texas-New Mexico Power Company of building your power line and the expected revenue generated by your electrical load. If the cost of building your line exceeds the revenue expected from the line this difference is treated as an unsupported investment and is borne by you. The exact amount of your CIAC charges will be quoted prior to any work being done.

3) What Other Fees May Apply?

The CIAC charges cover all the construction work of building your power line. The CIAC does not cover additional charges that may apply for temporary meter installations and removal and the installation of permanent service. If temporary service is required, a fee of \$240.00 will be added to the first month's bill.

4) What is an Easement?

An easement is a legal document granting the right to us to construct, maintain, and have access to our facilities (poles and wires) on private property. You, as property owner, grant the easement to us. You continue to own the land but are giving us the right to place our facilities there and to maintain them as time passes. In some cases, we may need to cross others' property to reach yours. If so, you may need to obtain an easement from adjoining landowner(s) as well.

We will request an easement for overhead lines and underground lines of a width that provides a safe distances from other structures and trees in order to comply with the National Electric Safety Code (NESC).

5) How Do I grant an Easement to Texas-New Mexico Power Company?

Your engineering designer will design an electric line to meet your needs and will inform you whether or not we require an easement from you. If we do require an easement you will need to provide us with a legal description of your property that includes the deed information as recorded in your County Clerk's office. Using this information we will prepare an "exhibit form" easement that references your property description and attaches a sketch as an exhibit describing the easement. You will then execute the easement by signing (all landowners must sign) and having the signatures notarized. We must receive the signed and notarized original (no copies) prior to constructing your electric line.

6) What if My Meter Loop Fails to Pass Inspection?

If your meter loop does not meet our standards upon inspection, our Energy Technician will place a red tag on it and leave a description of the defect(s) found. If you have any questions about the defects call us. After the defects are corrected we need to re-inspect the meter loop. Please call us to request the re-inspection.

7) Why Do I Need a Retail Energy Provider (REP)?

Texas-New Mexico Power Company does not provide retail electric service. Under Public Utility Commission of Texas rules, we are a Transmission and Distribution company – our role is to build and maintain your electric lines as reliably as possible. Under this arrangement, we work with you to get the facilities built to suit your needs. You will then have the right to choose your retail provider from all REP's authorized to do business in the State of Texas. The current list of authorized REP's is available online at www.powertochoose.org or you may call 1-866-797-4839