

**NEW MEXICO WATER SERVICE COMPANY
SANDIA KNOLLS AND JUAN THOMAS WATER SYSTEMS
ADVICE NOTICE**

Page 1 of 1

Advice No. 12

Date: February 26, 2025

X

NEW MEXICO PUBLIC REGULATION COMMISSION

New Mexico Water Service Company hereby gives notice to the public and the Commission of the filing and publishing of the following rules and regulations, which are attached hereto:

Rule No.	Title	Canceling Rule No.	Date Effective
First Revised Rule No. 8	Service Connection	Original Rule No. 8	March 26, 2025
Original Rule No. 24	Cross Connection		March 26, 2025

X

X

Advice Notice No. 12
NEW MEXICO WATER SERVICE CO.



Greg Milleman
Vice President, Rates and
Regulatory Affairs

EFFECTIVE

March 26, 2025

Replaced by NMPRC

By: Operation of Law

**NEW MEXICO WATER SERVICE COMPANY
SANDIA KNOLLS AND JUAN THOMAS WATER SYSTEMS**

TABLE OF CONTENTS

RULES & REGULATIONS

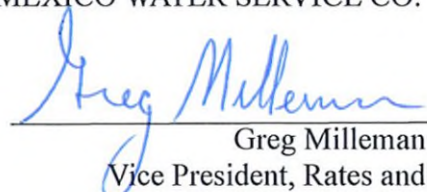
Page 1 of 1

RULE NO.	TITLE
1	Preamble to Rules and Regulations
2	Definitions and Explanations
3	Character of Service
4	Application for Service
5	Rendering of Payment of Bills
6	Security Deposits, Guarantees of Payment
7	Disputed Bills
8	Service Connection
9	Discontinuance & Denying Restoration of Service
10	Responsibility for Water Service Equipment
11	Interruption of Service
12	Rates and Optional Rates
13	Acceptable Standards
14	Company's Right to Ingress and Egress
15	Unauthorized Connections
16	Stoppage or Obstruction of Service
17	Temporary and Special Service
18	Metering
19	Line Extension Policy
20	Limitations and Restrictions of Use of Water
21	Settlement Agreements
22	Commission Complaint Procedures
23	Estimated Bills
24	Cross Connection

X

X

Advice Notice No. 12
NEW MEXICO WATER SERVICE CO.



Greg Milleman
Vice President, Rates and
Regulatory Affairs

EFFECTIVE

March 26, 2025

Replaced by NMPRC

By: Operation of Law

**NEW MEXICO WATER SERVICE COMPANY
SANDIA KNOLLS AND JUAN THOMAS WATER SYSTEMS
FIRST REVISED RULE NO. 8 (CANCELING ORIGINAL RULE NO. 8)
SERVICE CONNECTION**

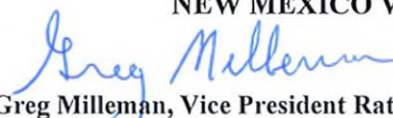
X

Page 1 of 1

- A. The Company reserves the right to determine the point of service for any customer's premises. The Company shall be called upon for exact information regarding the service entrance before any piping in the interior of the building has been started. If such information is not secured, expensive changes in piping installation may result for which the Company shall not be held liable in any way and for which the Company will not assume any responsibility.
- B. Not more than one service line for each class of service under the Company's rate schedules shall be installed at any customer premise or location, except at the discretion of the Company as special circumstances may warrant. If separate metering is required, billing shall be separate for each meter. To the extent possible and practical, if more than one meter is required at a customer premise or location, all meters shall be located at the same point or in the same area, which point or area shall be acceptable to the Company.
- C. No more than one single-family residential unit shall be served through any single domestic water service connection. In the case of multiple dwelling units or condominiums, service can be rendered by a single connection or by individual meters for each dwelling unit at the option of the owner.
- D. Company's service laterals shall terminate at the property line and it shall be the customer's responsibility and at the owner's expense to install a stop and waste valve and to make the necessary connection from the Company's service lateral to the building or buildings to be served. For those systems providing fire protection the customer shall install a pressure-regulating device.
- E. Company will endeavor to install meters as close as possible to the property line provided there is public access to the meter location.
- F. Cross connection with any other source of water made to Company's lines is not allowed and is addressed in Rule 24.

X

ADVISE NOTICE NO.12
NEW MEXICO WATER SERVICE CO.


Greg Milleman, Vice President Rates and Regulatory Affairs

EFFECTIVE

March 26, 2025

Replaced by NMPRC

By: Operation of Law

**NEW MEXICO WATER SERVICE COMPANY
SANDIA KNOLLS AND JUAN THOMAS WATER SYSTEMS
ORIGINAL RULE NO. 24
CROSS CONNECTIONS**

X

Page 1 of 6

- A. No Cross Connections Allowed - No physical connection between the water supply system of the Company and that of any other water supply or source of actual or potential contamination will be permitted. Except as provided in this rule, only connections that are in compliance with the regulations of the New Mexico Administrative Code, Title 20, Chapter 7, Part 10 will be allowed.
- B. Backflow Prevention Assemblies Required
1. To determine whether a backflow prevention assembly is required the Company will evaluate the degree of potential health hazard to the Company's water supply which may be created as a result of conditions existing on a user's premises.
 2. The evaluation will consider one or more of the following:
 - a. The existence of cross-connections
 - b. The nature of materials handled on the property
 - c. The probability of backflow occurring
 - d. The degree of piping system complexity
 - e. The potential for piping system modification
- C. Notwithstanding the Company requirements of subsection B, because certain activities present inherent risks to the Company's water supply, the Company may forego a complete evaluation and may require backflow protection based on the type of facility or nature of water use, if certain conditions are present.
1. Customers that are required to install a backflow prevention assembly under these circumstances will be provided with an internal cross connection inspection upon request, however the Company is not responsible to identify all actual or potential cross connections.
- D. The conditions under which the Company will require the installation of approved backflow prevention assembly(ies) of required type include, but are not limited to:
1. Where a fresh water supply which has not been approved by the State Department of Public Health is already available from a well, spring, reservoir or other source.
 - a. If the customer agrees to destroy this other supply and agrees to remove all pumps and piping necessary for the utilization of an auxiliary supply, the installation of backflow prevention assembly(ies) will not be required.
 2. Where surface water, or water otherwise contaminated, is available for industrial or fire protection purposes at the same premises.

ADVICE NOTICE NO. 12

NEW MEXICO WATER SERVICE CO.


Greg Milleman, Vice President Rates and Regulatory Affairs

EFFECTIVE

March 26, 2025

Replaced by NMPRC

By: Operation of Law

**NEW MEXICO WATER SERVICE COMPANY
SANDIA KNOLLS AND JUAN THOMAS WATER SYSTEMS
ORIGINAL RULE NO. 24
CROSS CONNECTIONS**

X

Page 2 of 6

3. Where the premises are or may be engaged in industrial processes using or producing process waters or liquid industrial wastes, or where the premises are or may be engaged in handling sewage or any other dangerous substances.
4. Where fresh water hydrants or other outlets are or may be installed on piers or docks.
5. Where the circumstances are such that there is special danger of backflow of sewage or other contaminated liquids through plumbing fixtures or water-using or treating equipment, or storage tanks and reservoirs.
6. Where premises have internal cross-connections that are not abated to the satisfaction of the Company or the health agency.
7. Premises where cross-connections are likely to occur and entry is restricted so that cross-connection inspections cannot be made with sufficient frequency or at sufficiently short notice to assure that cross-connections do not exist.
8. Premises having a repeated history of cross-connections being established or re-established.
9. Premises that have more than one service connection present a loop-through hazard such that backflow protection on all service connections must be installed. Each backflow prevention assembly must be commensurate with the highest degree of hazard present, but must provide no less protection than a Double Check Valve Assembly (DC).
10. Premises that have multiple users sharing one meter must install an RP due to the risk of occupancy change without notification to the Company.
11. Premises that store or handle materials or substances that, if introduced into the water supply, have the potential to pose a health-related or aesthetic risk to drinking water quality.
12. A backflow prevention assembly must be installed at the point of connection on new or existing industrial or commercial (non-single family residential) fire sprinkler systems. A minimum of a Double Check Detector Assembly shall be required, but at its discretion, the Company reserves the right to require the installation of a Reduced Pressure Principle Detector Assembly (RPDA). The use of chemical additives, or if there is access to an auxiliary water supply, an RPDA is required.
13. A backflow prevention assembly must be installed at the point of connection on new or existing residential fire sprinkler systems. A minimum of a DC shall be required. If chemical additives, on-site storage, or booster pumps are used, backflow protection must be a Reduced Pressure Principle Assembly (RP). The Company may

ADVICE NOTICE NO. 12

NEW MEXICO WATER SERVICE CO.



Greg Milleman, Vice President Rates and Regulatory Affairs

EFFECTIVE

March 26, 2025

Replaced by NMPRC

By: Operation of Law

**NEW MEXICO WATER SERVICE COMPANY
SANDIA KNOLLS AND JUAN THOMAS WATER SYSTEMS
ORIGINAL RULE NO. 24
CROSS CONNECTIONS**

X

Page 3 of 6

waive the requirement of a backflow prevention assembly where all of the following apply.

- a. The fire sprinkler system is designed and installed using potable water rated piping and appurtenances.
 - b. The fire sprinkler system is designed and installed to passively purge lines to prevent stagnation, and degradation of water quality. This requires the fire sprinkler system to supply points of regular water use, such as sinks and water closets.
 - c. There are no other cross-connection hazards present on the premises, or adjoining premises under common control that would require a testable backflow prevention assembly either at the point of service connection, or within the internal piping system.
14. All new or modified fire systems that are being fitted with a backflow prevention assembly shall be designed by a licensed engineer at the customer's expense.

E. Type and Expense of Backflow Prevention Assemblies

1. Any backflow prevention assembly utilized shall be of the type and design specified and approved for the degree of hazard and hydraulic conditions, except that a customer may utilize an approved backflow prevention assembly providing greater protection than required.
2. Such backflow prevention assembly shall be installed by and at the expense of the customer, in a manner approved by the Company and the public health agency having jurisdiction.
3. Backflow prevention assemblies shall be tested, repaired or replaced at the expense of the customer.
4. Backflow preventer prevention assemblies shall be installed as close as practical to the customer's connection to the Company, prior to any tee or branch line, and in a location which that is readily available for periodic inspection.
5. Existing backflow prevention assemblies that are determined to provide an inadequate level of protection must be replaced by the appropriate level of protection instead of repaired. Inadequate backflow prevention assemblies must be replaced immediately, even if the existing assembly still passes the annual test, if there is an imminent health risk as determined by the Company.
6. A non-residential connection that has a backflow prevention assembly installed to abate an internal backflow hazard, whether at the recommendation of the Company or

ADVICE NOTICE NO. 12

NEW MEXICO WATER SERVICE CO.


Greg Milleman, Vice President Rates and Regulatory Affairs

EFFECTIVE

March 26, 2025

Replaced by NMPRC

By: Operation of Law

**NEW MEXICO WATER SERVICE COMPANY
SANDIA KNOLLS AND JUAN THOMAS WATER SYSTEMS
ORIGINAL RULE NO. 24
CROSS CONNECTIONS**

X

Page 4 of 6

as directed by a regulatory agency, must also install a backflow prevention assembly at the meter commensurate with the degree of hazard. The Company does not have any responsibility or authority to abate internal hazards or monitor testing of backflow prevention assemblies that are installed internal to a customer's premise.

7. At the discretion of the Company, approved, and properly installed backflow prevention assemblies located internally (past the point of connection) may be accepted as internal in-lieu of service protection. Approved in-lieu protection shall be tested and maintained in accordance with Subsection 4. Failure to test and maintain in-lieu protection will void application of this exception, requiring installation of backflow prevention at the point of water service.

8. For dedicated road median irrigation systems, PVBs and SVBs are acceptable as service protection only if they are properly installed.

9. All backflow prevention assemblies shall be protected from freezing with an enclosure or thermal blanket.

10. Fiberglass insulation that is not permanently encapsulated as part of an enclosure or thermal blanket shall not be used.

11. Enclosures must have adequate drainage to ensure the assembly cannot become submerged.

F. Periodic Testing of Backflow Prevention Assemblies

1. Whenever a backflow prevention assembly is installed, permanently relocated, or repaired, the customer shall have it tested by persons who are certified to test backflow prevention assemblies by the American Backflow Prevention Association or other certifying body meeting the established requirements of the Company. Certifying bodies may submit their program for review by the Company.

2. Backflow prevention assemblies shall be tested at least annually or more frequently if determined to be necessary by the health agency or the Company.

3. The Company shall notify the customer on record when testing of backflow prevention assemblies is needed.

4. The notice shall give the date by which the test must be completed. The notice shall also inform the customer that, following the compliance date, the Company may have all untested assemblies tested and, if needed, repaired or replaced.

5. The costs of all testing, repair, or replacement will be borne by the customer, and the Company may add such costs to the customer's water bill. In tenant-landlord situations, the Company shall not be responsible for determining the responsible party beyond notification of the customer of record.

ADVICE NOTICE NO. 12

NEW MEXICO WATER SERVICE CO.



Greg Milleman, Vice President Rates and Regulatory Affairs

EFFECTIVE

March 26, 2025

Replaced by NMPRC

By: Operation of Law

**NEW MEXICO WATER SERVICE COMPANY
SANDIA KNOLLS AND JUAN THOMAS WATER SYSTEMS
ORIGINAL RULE NO. 24
CROSS CONNECTIONS**

X

Page 5 of 6

6. Reports of testing and maintenance shall be maintained by the Company for a minimum of three years.
7. Whenever a backflow prevention assembly is found to have failed, it must be repaired or replaced as soon as repair parts or a replacement assembly is available, but in no event later than the testing compliance date, or 20 days after testing, whichever comes first.
8. If the assembly cannot or will not be repaired within 3 days of discovery of the failure, the backflow prevention assembly tester must notify the Company of the failure.
9. In cases where the failed assembly presents an immediate risk to public health, the service will be discontinued until the repairs or replacement is completed.

G. Refusal to Serve or Discontinuance of Service

1. The Company may refuse or discontinue service
 - a. Until there has been installed on the customer's piping an approved backflow prevention assembly of the required type, if one is required.
 - b. Where the Company has been denied access to the customer's premises to make an evaluation.
 - c. Where the customer refuses to test a backflow prevention assembly, or to repair or replace a faulty backflow prevention assembly.
 - d. Where there is a direct or indirect connection between the public water system and a sewer line.
 - e. Where there is an unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants.
 - f. Where there is an unprotected direct or indirect connection between the public water system and auxiliary water system.
 - g. When there is a situation which presents an immediate health hazard to the public water system.

H. Thermal Expansion

1. Prior to the installation of a backflow prevention assembly, it is the customer's responsibility to have a qualified plumber mitigate the effects of thermal expansion.
2. Failure to do so may create a dangerous condition resulting in damage and/or injury.

ADVICE NOTICE NO. 12

NEW MEXICO WATER SERVICE CO.


Greg Milleman, Vice President Rates and Regulatory Affairs

EFFECTIVE

March 26, 2025

Replaced by NMPRC

By: Operation of Law

**NEW MEXICO WATER SERVICE COMPANY
SANDIAY KNOLLS AND JUAN THOMAS WATER SYSTEMS
ORIGINAL RULE NO. 24
CROSS CONNECTIONS**

X

Page 6 of 6

I. Pumps and Boosters

1. When a customer receiving service at the Company's main or service connection must, by means of a pump of any kind, increase the pressure of the water received, the pump shall not be attached to any pipe directly connected to the Company's main or service pipe.
2. Such pumping or boosting of pressure shall be done at the option of the Company, either:
 - a. From a sump, cistern or storage tank which must be served through an air gap connection, or
 - b. From a combination of an approved backflow prevention assembly plus a device approved by the Company to prevent the booster pump from drawing the Company's system pressure below 20 psig.

J. Automatic Valves

1. Quick closing or opening valves shall not be installed on customer's pipes which are directly attached to the Company's mains or service pipes.
2. A customer whose operation requires the use of a quick opening or closing valve must operate such device from a tank, cistern, sump or other facility which may be served by but not directly connected with the Company's distribution mains or service pipes.
3. This restriction does not apply to quick closing or opening valves used in connection with normal household appliances such as automatic dishwashers or washing machines.

ADVICE NOTICE NO. 12

NEW MEXICO WATER SERVICE CO.



Greg Milleman, Vice President Rates and Regulatory Affairs

EFFECTIVE

March 26, 2025

Replaced by NMPRC

By: Operation of Law