

**Texas -New Mexico Power
Company®**

MAINLAND OPERATIONS CENTER

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Texas City, Texas 77590
409.948-8451
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7.20.04

To our local electricians

Effective immediately, Texas-New Mexico Power Company can no longer accept requests for temporary disconnects from the electrician. The customer will need to call their Retail Electric Provider to request this work to be done. The provider will explain the fees to the customer. If at all possible, we would appreciate the customer calling in at least the day before the work is to be scheduled so the tickets will print in a timely manner for our technicians to schedule the work. After the city inspection we will send the technician back out to restore power as we always have.

This change is being made to help ensure that the customer is informed about any fees that the Retail Electric Provider may charge for this service.

We do realize at times there will be an emergency situation and a need for unplanned immediate service. For emergencies, the provider will still need to be contacted first so the order can be entered into the system and tracked. Then you may call us directly so we can get someone dispatched out for those immediate priority calls only.

Thank you very much for your cooperation.

Paulette McCorkle
Texas New Mexico Power Company
Texas City Construction Center
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