

What is the Public Regulation Commission?

The New Mexico Public Regulation Commission is constitutionally created and is charged by the Legislature with regulating public utilities, telecommunications companies, and insurance companies to the extent necessary to provide just and reasonable rates and to assure reasonable, adequate and efficient service for the public. In addition, the Commission is charged with the duties of assuring pipeline and fire safety and with the registration of corporations and compliance with applicable laws.

- The New Mexico Public Regulation Commission was created by the voters in 1996. The constitutional amendment abolished the Public Utility Commission and the State Corporation Commission and merged their duties in the new NMPRC.
- Voters elected the five members of the Public Regulation Commission from five, single-member districts in the 1998 general election.
- The NMPRC regulates rates and customer service for all nonpublic electric, gas, water and sewer companies, water and sanitation districts, telecommunications companies, transportation of passengers and goods, insurance, the State Fire Marshal and Fire Academy.

How do I file a complaint (“customer inquiry”) about my phone or other utility service?

A complaint or “Consumer Inquiry” may be submitted by letter and other writing, by telephone or in person. Depending upon the complexity of the informal inquiry, you may be required to submit a written request to expedite investigation of a dispute. A written informal request should include the name and address of the complainant, the name and address against such complaint is made, the nature of the inquiry should be clear and concise, a brief statement of the facts and the relief requested. Please include a daytime telephone number. The PRC does not need your utility account number, but if you have it, please provide it.

The inquiry must be from the customer of record (the person whose name is on the account), or from an authorized representative of the customer. If you are an authorized representative, please indicate this on the form or in your letter, and enclose a short statement, signed by the account holder, giving you authorization to file the request on his or her behalf. Also include your name, telephone number and mailing address if different from the customer of record.

When the Consumer Relations Division receives your inquiry, it will be reviewed and assigned to a Utility Compliance Specialist for investigation and response. You will receive a copy of the PRC’s letter to the utility which will acknowledge that your inquiry has been received and is being investigated. The Specialist's response is normally in writing and,

when applicable, you will be provided with a copy of the utility's response to the Commission, as well as the regulations that support the decision. You may receive a telephone call from the Specialist. This generally occurs when additional information is needed or when the Specialist determines that the matter could easily be resolved with a telephone call.

If you are concerned that your utility service will be disconnected before your complaint is received, please call the Consumer Relations Division immediately at (800) 663-9782 to file by phone. You may be required to provide supporting documentation and/or a letter. NMPRC regulations indicate that while your inquiry is being investigated the utility cannot disconnect your service provided you continue to pay the undisputed portion of your bill. However, if you do not pay anything, the utility can disconnect your service, regardless of the time of year.

If you are not satisfied with the Specialist's decision, NMPRC regulations indicate that you may request further review of an inquiry or dispute by filing a formal complaint with the Commission. A formal complaint is a legal action which requires a \$25 filing fee as well as an original filing plus ten copies.

Whom do I contact?

New Mexico Public Regulation Commission
Santa Fe, New Mexico

Toll Free: 1-800-663-9782

Compiled by the Senior Citizens' Law Office
with information from the Public Regulation
Commission's website.
(www.nmprc.state.us)



COMPLAINTS ABOUT YOUR TELEPHONE OR UTILITY SERVICE

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