

## PRC COMMISSIONERS

### Commissioner Karen L. Montoya



PRC Chairwoman  
Albuquerque, District 1  
(505) 827-8015  
Executive Assistant  
Chris Khoury

### Commissioner Patrick H. Lyons



Quay County, District 2  
(505) 827-4531  
  
Executive Assistant  
Dallas Rippy

### Commissioner Valerie Espinoza



Santa Fe, District 3  
(505) 827-4533  
  
Executive Assistant  
Arcy Baca

### Commissioner Lynda Lovejoy



PRC Vice Chair  
Crownpoint, District 4  
(505) 827-8019  
Executive Assistant  
Andre Cordero

### Commissioner Sandy Jones



T or C, District 5  
(505) 827-8020  
  
Executive Assistant  
Robert Hirasuna

## Your PRC...

### REGULATES:

- ✓ Electric, natural gas, water and wastewater utility rates & quality of service.
- ✓ Propane quality of service, but not rates.
- ✓ Telecommunications rates and quality of service.
- ✓ Transportation companies.

### ADMINISTERS:

- ✓ Fire safety programs through the State Fire Marshal's Office.
- ✓ Local firefighter's training through the Firefighters Training Academy.
- ✓ Pipeline safety requirements.
- ✓ Native American Tax Exemption.
- ✓ Low Income Telephone Assistance Program.

## CONTACT YOUR PRC

<b>TOLL FREE</b>	1-888-427-5772
<b>DIRECT</b>	505-827-4592
<b>FAX</b>	505-827-4463
<b>EMAIL</b>	crd.complaints@state.nm.us
<b>WEB</b>	www.nmprc.state.nm.us

# NEW MEXICO

PUBLIC REGULATION COMMISSION



## GENERAL INFORMATION GUIDE



## PHONE NUMBERS

## PRC CONTACTS

[www.nmprc.state.nm.us](http://www.nmprc.state.nm.us)

Public Regulation Commission  
1120 Paseo de Peralta  
P.O. Box 1269  
Santa Fe, NM 87504-1269

**WORKING FOR YOU!**

**1 888 427-5772**

**New Mexico  
Public Regulation Commission**

**Chief of Staff S. Vincent Martinez**  
505 827-4433

**Consumer Relations Division**  
505 827-4592

**Utility & Transportation  
Complaints**  
505 827-4592

**Transportation Division**  
505 827-4519

**Administrative Services Division**  
505 827-4084

**Firefighter's Training Academy**  
1 800 734-6553

**Legal Division**  
505 827-6969

**General Counsel**  
505 827-6947

**State Fire Marshal**  
505 827-3550

**Utility Division**  
505 827-6960

**GENERAL INFORMATION**  
**1 888 4 ASK PRC**  
1 888 427-5772

**Consumer Relations Division**

The Consumer Relations Division helps consumers with inquiries and complaints against companies that are regulated by the Public Regulation Commission. This includes investor owned electric, natural gas, telecommunications, cooperatives, water and waste water, and transportation companies. Our Compliance Officers assist consumers with their disputes in an effort to resolve consumer issues in a fair and timely manner.

**Utility Division**

The Utility Division is responsible for setting the rate and quality of service regulation of investor-owned and cooperative electric companies, natural gas companies, most telecommunication companies, private water and sewer companies that operate in New Mexico.

**Legal Division**

The Legal Division provides legal counsel for the PRC in matters not involving advice on contested proceedings before the PRC. It also provides legal counsel to all divisions, including the legal component of the PRC Staff that represents the public interest in matters before the PRC.

**Administrative Services Division**

The Administrative Services Division is responsible for finance, budget, human resources, records, and information systems for the PRC.

**Fire Marshal Division**

The State Fire Marshal distributes and oversees funding for equipment and training needs of the state's fire departments. The office enforces fire safety and prevention rules and regulations. The Firefighter's Training Academy develops and implements training and education programs for state fire services, also investigate fires and explosions.

**Transportation Division**

The Transportation Division is responsible for issuing administrative authority to operate, verification of insurance and investigation for instate bus, charter, vanpool, truck, ambulance, taxi, vehicle repossession, escort vehicle, tow truck and other carriers of passenger and merchandise. It also licenses natural gas and hazardous liquid pipelines and inspects the licensees' pipelines to ensure safety.

**General Counsel**

The Office of the General Counsel is the PRC's lawyer on all legal matters arising from the Commission's regulatory responsibilities. It administers the formal proceedings, and drafts PRC orders, resolutions and other decisions issued by the Commission. The General Counsel defends PRC decisions that are challenged in state and federal court.