

# NEW MEXICO PUBLIC REGULATION COMMISSION

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## **CONSUMER RELATIONS DIVISION**

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RE: Consumer education

Thank you for contacting us.

The New Mexico Public Regulation Commission (NMPRC) is in receipt of your correspondence regarding our agency's role and policy in consumer education. Here is an overview of our current role and measures taken to improve that role.

The Consumer Relations Division is charged with the following duties per statute:

- (1) receive and investigate nondocketed consumer complaints and assist consumers in resolving, in a fair and timely manner, complaints against a person under the authority of the commission, including mediation and other methods of alternative dispute resolution; provided, however, that assistance pursuant to this paragraph does not include legal representation of a private complainant in an adjudicatory proceeding;
- (2) work with the consumer protection division of the attorney general's office, the governor's constituent services office and other state agencies as needed to ensure fair and timely resolution of complaints;
- (3) advise the commission on how to maximize public input into commission proceedings, including ways to eliminate language, disability and other barriers;
- (4) identify, research and advise the commission on consumer issues;
- (5) assist the commission in the development and implementation of consumer policies and programs; and
- (6) perform such other duties as prescribed by the commission.

Our website was redesigned last year to promote Consumer issues. There is a "Consumer Rights and Tips" Section located here: <http://nmprc.state.nm.us/consumer-relations/consumer-rights.html> which provides all the consumer-related rules and regulations of industries under the jurisdiction of the NMPRC.

The main page of our NMPRC provides an "Event's Calendar" with the upcoming hearings and public comment sessions.

There is a NMPRC page on Facebook which lists the latest news stories and articles affecting New Mexico ratepayers.

1 888 4 ASK PRC  
[www.nmprc.state.nm.us](http://www.nmprc.state.nm.us)



There has been discussion to get a new case docketing system that would help consumers as well as staff to follow case documents.

I personally wish that a more public notice is given to ratepayers when a rate case is filed. The notice could be provided on the consumer's bill or via a newsletter. There could also be more details in "layman's terms" about the rate case process on our website to allow the public to actively participate.

We agree that the NMPRC could do more to expand this consumer education function. If you have ideas to further this goal, please keep us informed.

Regards,



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