

# NEW MEXICO PUBLIC REGULATION COMMISSION

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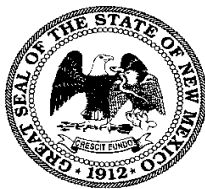
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**NEWS RELEASE**

# Bills Often Contain Useful Information for Consumers

**SANTA FE** – Bills. We all get them. Many of us are reluctant to open them, and the first thing we do is toss out all of the inserts. That, however, could be a costly mistake, New Mexico Public Regulation Commission (NMPRC) Commissioner Valerie Espinoza explains, as useful information for consumers is often included with their bills.

In fact, a recent sampling of common household billing statements revealed a wealth of information in regard to topics ranging from helpful tips to informational items about upcoming utility rate increase requests that directly impact consumers and their pocketbooks.

The NMPRC requires utility companies to utilize monthly billing statements mailed to their customers as notification of upcoming hearings and proceedings related to proposed rate cases. Consumers are provided with appropriate case numbers and details about the utility company's proposal.

“The public is given a procedural schedule for all upcoming cases right inside the utility company's bill,” Espinoza states. “The PRC's web site is [www.nmprc.state.nm.us](http://www.nmprc.state.nm.us), and the public is encouraged to make use of the site to look up additional information on cases before the Commission and to file complaints.”

In addition to the helpful information included in the envelope, you can also find information on the Low Income Home Energy Assistance Program (LIHEAP) as well as reminders to conserve energy, and tips for saving money on seasonal bills.

Utility companies regularly include information on rebates and promotions aimed at assisting their customers in other offers, such as those found at [www.pnm.com/fridge](http://www.pnm.com/fridge), [www.nmgc.energysavvy.com](http://www.nmgc.energysavvy.com), and [www.nmgetrebates.com](http://www.nmgetrebates.com).

Commissioner Espinoza encourages New Mexicans to conserve and to sign up for home energy check-ups, urging each and every household to save money on their utility bills by taking advantage of the programs offered.

PNM customers may sign up for an energy check-up at [www.pnmhomecheckup.com/About](http://www.pnmhomecheckup.com/About). PNM will switch out virtually every light bulb in your home and replace them with energy-efficient bulbs, Espinoza stated. This will cost between \$15 and \$30, depending on the size of your home. Espinoza added that PNM works in conjunction with New Mexico Gas Company to replace showerheads, too.

Commissioner Espinoza recently had a home energy check-up performed at her residence. “I highly recommend the public to sign up for this program,” Espinoza said. “You will be delighted. I had a PNM Energy Ambassador install up to 31 free energy-saving products for a minimum cost of \$30, and look forward to reaping the reward of a reduced energy costs in my future bills.”

So while it may be tempting to toss everything enclosed with your monthly billing statements directly in the recycle bin or the trash, Commissioner Espinoza reminds you that you may be tossing invaluable information as well as some money saving tips and offers for rebates.

“In these hard economic times, each and every little bit helps,” Commissioner Espinoza said. In conclusion, Espinoza invites the public to watch their elected Commissioners at work. Meetings are held every Wednesday at 9:30 a.m., at 1120 Paseo de Peralta, across the street from the Roundhouse, in Santa Fe, or call (505) 827-4533 for assistance accessing the livestream on the Commission’s web site.

## ABOUT THE NMPRC

*The NMPRC regulates public utilities, telecommunications companies and motor carriers operating in the State of New Mexico. It also administers the State Fire Marshal's Office, the New Mexico Firefighters Training Academy in Socorro, N.M., and the Pipeline Safety Bureau.*

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