



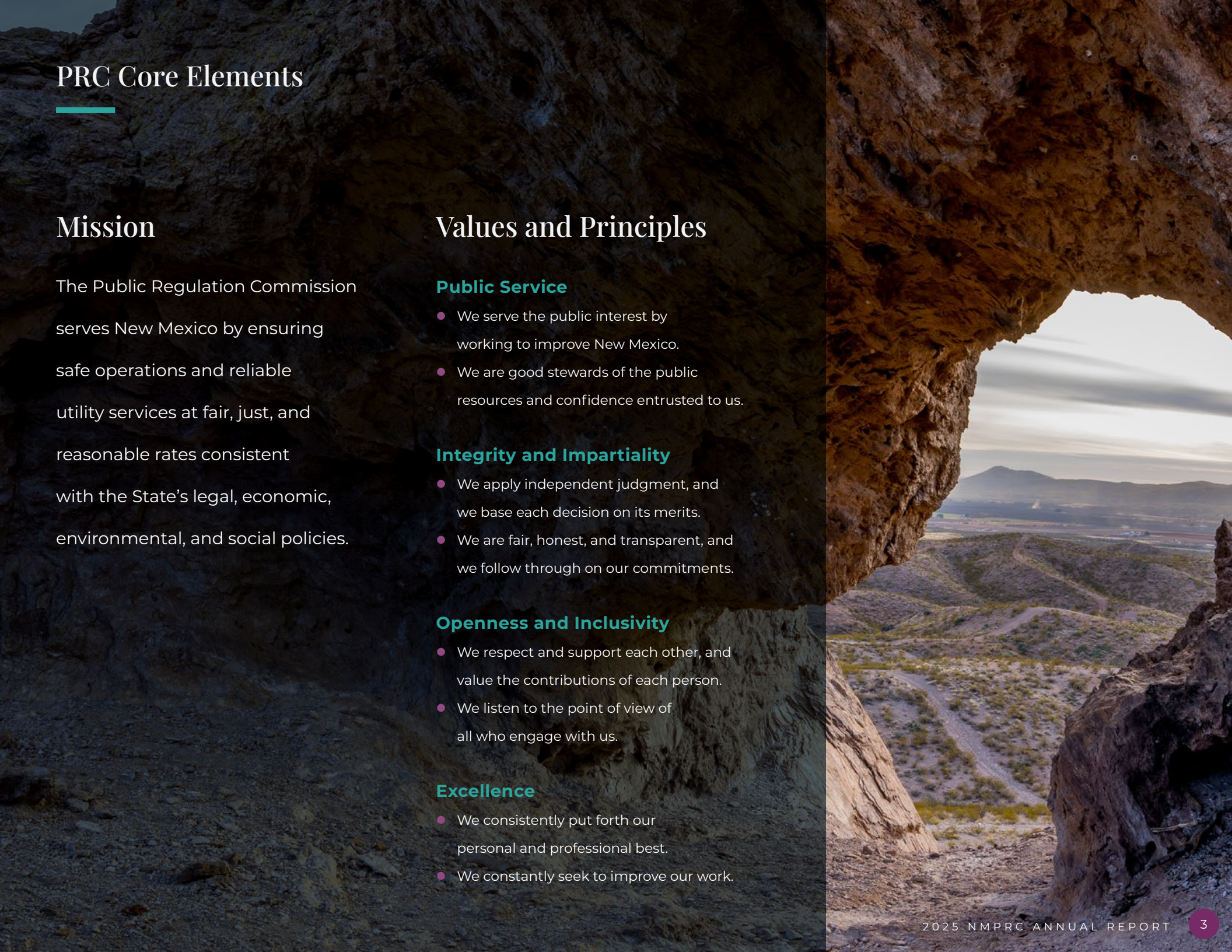
NEW MEXICO
**PUBLIC REGULATION
COMMISSION**

2025 Annual Report

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PRC Core Elements



Mission

The Public Regulation Commission serves New Mexico by ensuring safe operations and reliable utility services at fair, just, and reasonable rates consistent with the State's legal, economic, environmental, and social policies.

Values and Principles

Public Service

- We serve the public interest by working to improve New Mexico.
- We are good stewards of the public resources and confidence entrusted to us.

Integrity and Impartiality

- We apply independent judgment, and we base each decision on its merits.
- We are fair, honest, and transparent, and we follow through on our commitments.

Openness and Inclusivity

- We respect and support each other, and value the contributions of each person.
- We listen to the point of view of all who engage with us.

Excellence

- We consistently put forth our personal and professional best.
- We constantly seek to improve our work.



Vision

The Public Regulation Commission will be nationally recognized for its culture of excellence, innovation, and forward-looking policies that advance New Mexico's regulatory, energy and environmental goals.

As our highest purpose, the Commission and staff serve the Public Interest with non-discrimination, equity, fairness, and objectivity.

Strategic Goals

1. Create a mission-driven agency with a culture of teamwork and excellence.
2. Optimize Internal Operations, Processes and Time Management.
3. Provide leadership in regulation through implementing legislation and state policies, working with the industry and public to be a resource for the State.
4. Demystify the regulatory processes, roles and achievements of the PRC regarding utility services, telecommunications and pipeline safety.



Gabriel Aguilera

COMMISSIONER/CHAIR

Commissioner Gabriel Aguilera was appointed to the New Mexico Public Regulation Commission by Governor Michelle Lujan Grisham to a four-year term commencing on January 1, 2023. He grew up in Sunland Park, New Mexico, and graduated from New Mexico State University. Prior to his appointment at the Commission, he spent over 15 years at the Federal Energy Regulatory Commission (“FERC”), where he held multiple positions, including economist, energy industry analyst, supervisory energy industry analyst, and senior policy advisor. During his time at FERC, he focused mainly on Western electric matters. Commissioner Aguilera believes consistency, predictability, and reasonableness are core elements of a sound regulatory environment that allows the public interest to thrive. He is committed to making sound decisions that result in the provision of safe and reliable services at just and

reasonable rates while respecting precedent and law. Commissioner Aguilera was elected Chair of the Commission in June of 2025.

Commissioner Aguilera is an active participant in the development of emerging regional energy markets in the Western United States. He advocates for the economic and reliability benefits of regional electric markets and is committed to ensuring that regional markets will bring cost savings and other benefits to New Mexicans. Commissioner Aguilera was elected Chair of the Body of State Regulators for the Western Energy Imbalance Market and Extended Day-Ahead Market in October 2024. In addition, Commissioner Aguilera was elected Co-Chair of the Committee on Regional Electric Power Cooperation ("CREPC"), a key forum where Western Regulatory Commissioners and Energy Department Officials collaborate, discuss, and address common energy issues. Commissioner Aguilera is also a member of the Markets+ States Committee, which involves the Markets+ regional day-ahead market, and a regular speaker and participant in regional conferences and events. Commissioner Aguilera's leadership and membership positions give New Mexico a prominent role in the Western regulatory and energy landscape.

Commissioner Aguilera has been a leading voice in advancing collaborative efforts to strengthen transmission connectivity across the Western US. Electric utilities across the West are confronting increasing reliability challenges driven by unprecedented load growth and more frequent extreme weather events. Moreover, adequate transmission connectivity can cement

New Mexico's position as an energy hub. Large regional and interregional transmission projects have the potential to deliver substantial long-term benefits regarding reliability and economics, but cost allocation remains a significant barrier to their development. To that end, Commissioner Aguilera serves as Chair of the CREPC Transmission Collaborative, a working group dedicated to enhancing coordination and development of transmission infrastructure by facilitating dialogue and information-sharing among Western states. Commissioner Aguilera also serves on the CREPC 1920 Ad Hoc Committee, a committee established to address cost allocation for regional transmission projects that may result from the FERC's Order No. 1920 regional transmission planning processes. The committee, which meets bi-monthly, includes representatives from the relevant state entities within the WestConnect and NorthernGrid Transmission Planning Regions.

In addition to these collaborative efforts, Commissioner Aguilera recently participated in the following conference discussions, among others:

- A panel conversation with FERC Commissioner David Rosner exploring how states can engage with federal agencies and regulations to ensure that planning and coordination of transmission and generation development in the West is meaningful and actionable at the Fall Joint CREPC-WIRAB Meeting on October 22, 2024.
- A panel discussion on renewable energy infrastructure, welfare, and redistribution at the POWER Conference on Energy and Research Policy on March 21, 2025.

- A discussion with FERC Chairman Mark Christie on the pressing opportunities and challenges facing the energy industry today at the Spring Joint CREPC-WIRAB Meeting on April 3, 2025.
- A panel discussion exploring how procurement intersects with permitting processes, and the critical role regulatory commissions play in shaping energy projects at the US Hispanic Chamber of Commerce Energy Summit on April 30, 2025.
- A panel discussion exploring the current landscape of regional transmission and how federal and state regulators can drive solutions that support a cleaner, more reliable future at the American Clean Power Conference on May 20, 2025.
- A keynote panel discussion on state regulators' objectives regarding interstate cooperation, rate-setting, and incentivizing transmission projects at the Annual Transmission Infrastructure US Conference on June 17, 2025.
- A panel discussion on market developments and engaging emerging trends at the Fall Joint CREPC-WIRAB Meeting on October 1, 2025.
- Commissioner Aguilera also attended Northwestern University's Annual Workshop for Regulatory Law and Economics from October 8-13, 2025. The program gathers state regulators and staff together for an annual 4-day Socratic workshop to study and discuss the economics of closely-regulated network industries, bringing a clear theoretical framework in law and economics to actual regulatory practice.



Patrick O'Connell

COMMISSIONER

Patrick O'Connell, PE, was appointed to a six-year term by Governor Michelle Lujan Grisham and confirmed for a term expiring on December 31, 2028. He is one of the three commissioners appointed to replace the five elected commissioners on January 1, 2023.

Commissioner O'Connell brings to the Commission experience developing and implementing strategies to maintain reliable and reasonably priced water, natural gas, and electricity to utility customers throughout New Mexico. Prior to joining the NMPRC, Patrick worked for 22 years at the Public Service Company of New Mexico, directed PNM's Integrated Resource Planning team, and led natural gas procurement planning efforts when PNM owned New Mexico Gas Company. Patrick also led the Clean Energy program at Western Resource Advocates. Patrick is a Civil Engineer, graduated from the University of New Mexico and lives in Albuquerque.

Commissioner O'Connell began this year as Chair of the Public Regulation Commission. During the annual election of chair, he nominated Chair Aguilera and is now a former Chair of the NMPRC. Commissioner O'Connell participates in several organizations that govern or support utility regulations. Commissioner O'Connell is:

- President of Southwest Power Pool's Regional State Committee. The RSC provides collective state regulatory agency input on matters of regional importance related to the development and operation of bulk electric transmission for the SPP regional transmission organization. The RSC's 4 areas of authority are transmission cost allocation, financial transmission rights, planning for remote resources and resource adequacy. As president, Commissioner O'Connell participated in a Federal Energy Regulatory Commission (FERC) technical conference on resource adequacy in organized electricity markets.

- President of the Western Conference of Public Service Commissioners. The WCPSC is a regional association within the National Association of Regulatory Utility Commissioners and is comprised of 14 western states. In 2025, Commissioner O'Connell will serve as president of this organization and the NMPRC will host the WSPSC annual meeting in New Mexico.
- Sits on the National Association of Regulatory Utility Commissioners' Committee on Energy Resources and the Environment. NARUC's ERE is a venue for State regulators to provide utility customers with environmentally sustainable and affordable energy services. The ERE Committee focuses on energy efficiency, environmental protection, renewable and distributed resources, consumer protection, low-income weatherization and assistance, and public interest research and development
- Represented the WSPSC on the Federal and State Current Issues Collaborative established in 2024 by FERC in association with NARUC. The collaborative is composed of the five FERC commissioners and 10 state commissioners, two from each of the five NARUC regions. The collaborative explored electric reliability and resource adequacy to natural gas-electric coordination, wholesale and retail markets, new technologies and innovations, and infrastructure investments.

Commissioner O'Connell's participation in these national and regional organizations are valuable as New Mexico pursues its clean energy policies while benefiting from affordable, reliable utility services. As an example of how these regulatory collaborations can benefit New Mexicans,

Patrick is a Civil Engineer, graduated from the University of New Mexico and lives in Albuquerque.

Commissioner O'Connell joined regulators from Arizona, California, Oregon and Washington in signing a letter in July of 2023 calling for development of a new regional organization to accelerate the expansion of a day-ahead market in the west. The stated goal was a west-wide market footprint to create the greatest opportunities for affordable electric service. This letter led to the formation of the West-Wide Governance Pathways Initiative. During 2025, this initiative created enhancement of the existing Western Energy Imbalance Market and passage of Assembly Bill 825 in California that clears the way for creation of a new regional organization that can govern a west-wide regional electricity market with a focus on delivering consumer benefits.



Greg Nibert
COMMISSIONER

Greg Nibert was appointed to the New Mexico Public Regulation Commission by Governor Michelle Lujan Grisham to a six-year term starting on January 1, 2025. He is a proud New Mexican who has been involved in public service for most of his professional career. Prior to joining the Commission, he was a partner at Hinkle Shanor LLP, one of the State's oldest and largest law firms. His law practice concentrated on oil and gas, real property, energy, and administrative law. He was involved in many of the major real property and oil and gas transactions in the State and contributed to major energy and natural gas resource projects in the Permian Basin, San Juan Basin and Raton Basin. He served the State in the New Mexico Legislature for 4 terms, serving in both the House of Representatives and the Senate, and eight years as a Chaves County Commissioner. He was a respected legislator and served as the House Republican Whip in 2023.

Since his appointment, Commissioner Nibert has been steadfast in his efforts to advocate for average ratepayers and has seen that the interests of ratepayers are often underrepresented in matters before the Commission. He recognizes that serving on the Commission requires him to implement and advance the State's energy goals outlined in the Energy Transition Act, even though he voted against such measures while in the legislature. The Commission's job is to carry out the statutes of the State without regard for his own personal beliefs and concerns. He emphasizes that one of the roles of the Commission is to communicate with the Governor and the legislature on the impact of the public policy set by the State legislature and is willing to engage in a more nuanced discussion about how realistically these public policy goals can be achieved, the costs of such achievement, and the tradeoffs that may have to be made to achieve such goals. The Commission is starting to see some adverse issues arising with some community solar projects and he wants to ensure that it learns from the initial group of projects that are currently being constructed with an eye that statutes and rules may need to be revised to address such concerns. Affordable and reliable energy is at the forefront of his concerns and is a priority in his decision making.

Throughout the year, Commissioner Nibert has attended and spoken at several conferences on energy issues. As an oil and gas attorney, Commissioner Nibert was a national expert and frequent speaker on oil and gas topics throughout the Western States. His ability has been put

to work in this new role. Commissioner Nibert spoke at the Lea County Economic Development Corporation's Energyplex Conference in June, providing an update on the transmission line project that is currently under construction to bring additional electricity to power the demand in the oil patch. In July, he spoke at the Independent Petroleum Association of New Mexico's annual meeting and followed up that discussion at the New Mexico Oil and Gas Association annual meeting in October. The oil and gas industry has an increased interest in electricity as it has allowed the Oil and Gas Companies to reduce their carbon footprint from their operations in the State. The demand for energy in Southeastern New Mexico has outstripped the ability of the utilities to meet such demand. His knowledge of oil and gas assists him in dealing with the Southwest Power Pool, the entity that approves transmission projects in Eastern New Mexico. In November, Commissioner Nibert was on a panel discussing ethics issues at the National Association of Regulatory Utility Commissioners (NARUC) annual meeting in Seattle, Washington.

Commissioner Nibert has been active in regional meetings where transmission and generation decisions are made as well as learning from the experience of other commissions in dealing with issues currently facing utility commissions and regulated utilities. This involvement is invaluable as not only does it provide an avenue for education, but it also serves as a conduit for the redress of issues that cross state lines. Regional transmission authorities have substantial control over the approval of transmission lines. With electrical

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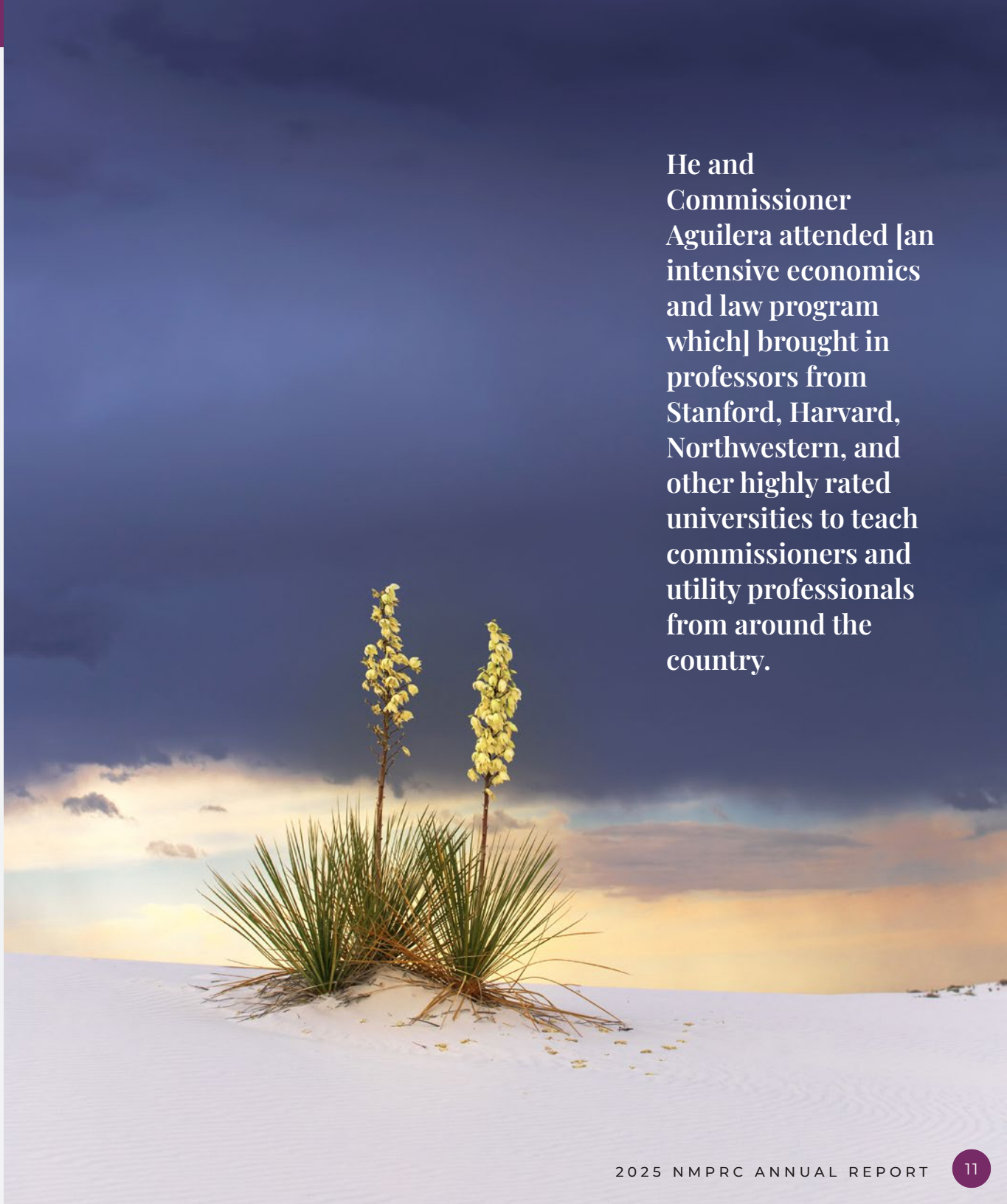
demand rising in New Mexico, active involvement is the only way New Mexico has a voice in ensuring that our utilities can secure the requisite transmission for the delivery of electricity to our State. With renewable energy playing a more critical role in the overall generation of electricity, a larger footprint to draw upon such resources is necessary to maintain reliability. Commissioner Nibert is very appreciative of the encouragement he received from Commissioners Aguilera and O'Connell to get engaged at the regional level.

The New Mexico Public Utility Act requires Commissioners to attend 32 hours of education instruction each year. Commissioner Nibert has been engaged in a number of educational opportunities, including an intensive economics and law program put on by Northwestern University. He and Commissioner Aguilera attended this nationally recognized program this

year. The program brought in professors from Stanford, Harvard, Northwestern, and other highly rated universities to teach commissioners and utility professionals from around the country. Commissioner Nibert also completed the New Mexico Edge program for government officials on the issue of governmental ethics. This program is taught by New Mexico State University and involved no less than 9 half day sessions on the New Mexico Governmental Conduct Act, the New Mexico Ethics Commission, ethics in general, and the importance for governmental officials to model ethical conduct in all actions.

Commissioner Nibert has found that service on the Commission has been a real challenge in terms of education as his professional career did not involve utilities but his background as an attorney and in oil and gas law has helped him to meet the challenge. He is proud that the new appointed commission is meeting and exceeding his expectations that he had as a legislator when the PRC was drastically changed in 2022. He is proud to serve with his fellow Commissioners, who he has found are truly professional and knowledgeable public servants, and with the professional staff that takes seriously their role in regulating the public utilities and ensuring pipeline safety. He is pleased to report that the PRC is striving to be a serious, professional, effective, and efficient administrative agency that takes its statutory duties seriously.

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Office of the Chief of Staff

CHOLLA KHOURY, CHIEF
OF STAFF

Letter from the Chief of Staff

I am pleased to present our 2025 Annual Report, marking another year of growth, innovation, and progress toward our agency goals. Over the past year, we have made significant strides in strengthening our operations, investing in our people, and positioning our agency and the State of New Mexico for long-term success.

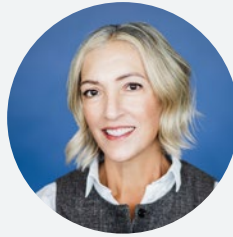
One of our most meaningful accomplishments this year has been the expansion of training and professional development opportunities for staff. By prioritizing learning, we have equipped our team with new skills, fostered collaboration, and strengthened our internal capacity to meet evolving challenges and opportunities.

We also successfully completed the procurement and transition to two new offices; a temporary one in Santa Fe until our permanent home is renovated and a satellite office in Albuquerque, a major milestone that enhances our reach to consumers and supports our growing teams. This achievement reflects careful planning, strong project management, and a commitment to providing a productive and supportive environment for our staff.

In addition, we launched our E-Docket replacement project—a cornerstone of our modernization efforts. This initiative will streamline systems, improve data management and security, and lay the foundation for greater efficiency and innovation in the years ahead.

These achievements are the result of the dedication and collaboration of our staff, leadership, industry and other stakeholders. I extend my sincere gratitude to everyone who has contributed to making this a successful year.

As we look forward to the coming year, we remain committed to excellence, transparency, and continuous improvement in all that we do. Thank you for your ongoing support and partnership.



Director of Policy Administration

JERRI MARES

The Director of Policy Administration continues

to play a critical role in strengthening communication between the New Mexico Public Regulation Commission (NMPRC), state legislators, and stakeholders. Over the past year, the Director has led efforts to ensure that the NMPRC's priorities and initiatives are clearly represented in legislative discussions, advancing policies that promote public welfare, regulatory transparency, and infrastructure resilience.

The Commission has remained both responsive to the dynamic legislative environment and proactive in building collaborative relationships with key partners. These efforts have been vital in navigating evolving regulatory frameworks while supporting compliance and innovation. Under the Director's leadership, the NMPRC has provided timely responses to legislative inquiries and helped clarify complex regulatory matters, reinforcing its position as a trusted source of regulatory expertise and guidance.

This sustained engagement has further solidified the NMPRC's reputation as a key contributor to sound public policy in New Mexico. The Director of Policy Administration's strategic guidance ensures that the Commission remains at the forefront of legislative advocacy, empowering the agency to fulfill its regulatory responsibilities with integrity, efficiency, and effectiveness.

2025 Highlights

The 2025 legislative session marked several significant wins for the NMPRC and the communities we serve. Signed into law were a range of measures that align with the Commission's strategic priorities and support the state's broader vision for a resilient, equitable, and sustainable utility landscape.

New laws were enacted to expand access to affordable utility services, including provisions that support low-income rate structures and increase allocations to rural service funds. These changes aim to ensure essential services remain accessible to vulnerable and underserved populations.

Additionally, legislation supporting advanced grid technology, wildfire mitigation planning, strategic site readiness, and modernization of utility infrastructure passed in the hopes to drive economic development and long-term resilience and adaptability in the face of evolving energy needs.

A top agency priority was met with the passage of a bill to align New Mexico's pipeline safety civil penalty cap with federal standards to ensure consistency, enhance enforcement capabilities, and reinforce the state's commitment to public safety.

Another major priority of the NMPRC — the increase in utility and telecommunications inspection service fees — was signed into law. This measure is designed to provide critical funding to sustain the NMPRC's regulatory operations and maintain high standards of service. Ensuring sustainable agency funding and operational flexibility will remain a central

focus in future sessions, underscoring the NMPRC's commitment to long-term policy solutions and operational stability.

2025 represented meaningful progress toward building a stronger, more inclusive utility and infrastructure framework for New Mexico. These achievements reflect the NMPRC's leadership in shaping effective public policy — and the continued importance of strategic, proactive engagement with legislative partners.



Public Information Officer

PATRICK RODRIGUEZ

The Public Information Officer (PIO) handles media requests,

creates communications materials, and works with the Chief of Staff, Division Directors, Commissioners, and other staff to promote the work of the NMPRC. The PIO shares news about the NMPRC through multiple dissemination channels, including social media accounts, press release distribution to members of the media and stakeholders, and announcements on the agency's website.

In 2025, the PIO carried out proactive outreach campaigns to highlight major accomplishments as well as policies and initiatives approved by the Commission, all of which impact the public interest. These campaign topics included wildfire mitigation and preparedness strategies, utility merger acquisition, economic development, community

solar, regional markets, and pipeline safety and underground damage prevention. Additionally, the PIO worked to bolster consumer engagement by promoting the use of public comment and other ways for residents to get involved, as public input is essential to a fair and reasonable regulatory decision-making process.



Project Manager

JORDAN GUTIERREZ

In 2025, the Project Manager for the Office of the Chief of Staff played a

key role in supporting the New Mexico Public Regulation Commission's (NMPRC) ongoing efforts to modernize internal systems, strengthen communication, and enhance workplace culture.

A major area of focus this year was the CaseXellence Case Management System, which will replace the agency's legacy case-tracking platform in 2026. Working closely with the vendor Speridian and Subject Matter Experts from each division, the Project Manager coordinated information gathering, documented workflows, and aligned priorities to ensure the new system meets both staff and public needs. The goal of this modernization effort is to improve efficiency, consistency, and transparency in how the agency manages regulatory cases.

The Project Manager also assisted with early planning for the 2026 Western Conference of Public Service Commissioners (WCPSC), where

New Mexico will serve as host. Responsibilities included coordinating with VIVO Creative and New Mexico True to develop the conference logo and promotional video, setting the stage for a collaborative and forward-looking event in 2026.

Throughout the year, the Project Manager supported a variety of ongoing agency functions, including the preparation and posting of Commission meeting agendas, coordination of leadership calendars, and organization of staff events and communications. Additional support was provided for professional development and engagement initiatives such as Lunch N' Learns, leadership trainings, and Coffee with the Commissioners, which continue to foster connection and open dialogue across the agency.

Collaboration remained central to the role, whether coordinating office transitions, assisting with agency communications, or working with colleagues to refine internal processes. These efforts contributed to the PRC's broader goals of improving transparency, strengthening teamwork, and creating a workplace where employees are proud of their contributions and engaged in the agency's mission.

Looking ahead to 2026, the Project Manager will continue supporting the successful launch of CaseXellence, further planning for the WCPSC, and projects that advance the NMPRC's commitment to efficiency, collaboration, and public service excellence.



Office of General Counsel (OGC)

SCOTT CAMERON,
DIVISION DIRECTOR

In their role as General Counsel, OGC attorneys advise the Commissioners concerning the substantive and procedural legal issues in pending adjudicative and rulemaking matters, as well as in formal consumer complaints. In the past year, OGC attorneys handled an astounding more than 250 matters before the Commission at about 30 open meetings, special open meetings, workshops, and public comment hearings, as well as representing the Commission in nearly a dozen appellate matters.

In the past year, OGC counseled the Commission as it presided over significant and highly contested matters. These matters included two ongoing public utility acquisition applications (PNM and New Mexico Gas Company), several dockets regarding electric utility regional market participation, complex water utility proceedings, and proceedings implementing the Community Solar Program. In addition, OGC counseled the Commission regarding utility Energy Efficiency and Renewable Energy Act plans. And this year once again saw OGC assist the Commission with significant resource procurements, both for compliance with New Mexico's Renewable Portfolio Standards and to address pressing utility system needs.

As for non-adjudicatory matters, OGC assisted the Commission with several consequential rulemakings on topics including the Commission's Energy Efficiency Act rules, updates to the Commission's Pipeline Safety rules, and further refinements to the Community Solar Program. Finally, OGC advised the Commission on pending IRP dockets and dockets designed to explore utility responses to economic development opportunities, wildfire mitigation, and load growth in the region.

On the appellate front, the Commission received one decision from the Supreme Court summarily affirming the Commission's order approving the amended PPAs for El Paso Electric's Buena Vista 1 and Buena Vista 2 solar projects. Another appellate matter, PNM's appeal of the 2023 PNM rate case, was dismissed in accordance with PNM's stipulation in the 2025 PNM rate case.

One new appeal was filed over PNM's application to implement grid modernization components that include advanced metering infrastructure. The case is currently in the briefing stage, which is set to be completed by the end of the year.

Finally, there are three appellate matters currently pending before the Supreme Court. One, New Energy Economy and the New Mexico Department of Justice's joint appeal of the 2023 PNM rate case, was submitted to the Court solely on the briefs. Given the time expectations of the Supreme Court's new term system, a decision is expected in this case by February 2026.

The Court will hear oral argument on the remaining two matters this fall. The first concerns the Commission's approval of EPE's recovery of costs associated with the use of the Palo Verde Nuclear Generating Station during Winter Storm Uri. The second concerns EPE's request that the Court overturn the Mountain States case with respect to when a vacated Commission order may be reissued. A decision on each matter is expected within six months of oral argument.

This year OGC continued to build on the successes of its legal externship program to continue the Commission's commitment to nurturing future legal talent. Through this initiative, OGC welcomed an exceptional extern during the summer, Abigail Nudi, a rising 2L at UNM School of Law. Abby played a critical role in supporting our legal teams with research, analysis, and case preparation, gaining invaluable hands-on experience while adding fresh perspectives to the PRC's work. The PRC looks

forward to continuing this program and expanding opportunities for law students in the coming years.

In personnel matters, OGC was proud to have three of its attorneys take home the coveted Employee of the Month belt – Erin Lecocq, Erika Avila Stephanz, and Russell Fisk. In addition, OGC's Deputy Chief, Alejandro Rettig y Martinez, began teaching an Energy Law class at UNM School of Law this Fall, designed to broaden the work of the PRC and recruit new and upcoming attorneys into the field. Lastly, OGC was grateful to welcome attorney William (Will) Mount to the team in May.

OGC looks forward to continuing to work collaboratively with all divisions to expand upon the success that the Agency has had in regulating utilities and protecting consumers.



Employee of the Month belt for September, 2025 being awarded to Erika Avila Stephanz, attorney for the Office of General Counsel



Hearing Examiners Division

CHRISTOPHER RYAN,
DEPUTY CHIEF
HEARING EXAMINER

Division Purpose

When assigned, the Commission's hearing examiners ensure fair, impartial, and legally sound resolution of adjudicated cases. They oversee the collection and evaluation of evidence, rule on procedural and substantive motions, and maintain the integrity of the hearing process.

Hearing examiners are expected to provide clear and well-reasoned recommended decisions (RDs). Those writings provide the Commission guidance to ensure the Commission reaches informed outcomes consistent with applicable laws and regulations.

The hearing examiners play an essential role in instilling public trust in the Commission's processes and ensuring that all parties receive a fair and objective hearing.

Innovation

In addition to the adjudications over which they have presided, the hearing examiners have undertaken varying professional development projects.

- Recommended Decision (RD)-Improvement Project: Active examination of how to improve recommended decisions for various downstream users and audiences.
- Internal Recommended Decision (RD)-Review Process: Efforts are underway to make the division's work processes less insular and more open to feedback.
- Agency-wide Recommended Decision Survey: Obtained feedback from non-hearing-examiner agency employees on how to improve our work product.
- Reformatting Public Notices: Efforts taken to make public notices accessible, streamlined, and efficient to ensure they relay to the public the information they need to know about our cases.
- Interdivisional Cooperation/Collaboration: Improvement has been achieved in work and communication with the Office of

General Counsel, commissioners, and the newly formed Policy Division.

Professional Development

The hearing examiners have undertaken varying professional development projects to ensure their work for the Commission is maximally useful.

- Continuing education: the hearing examiners are participating in educational courses pertaining to utility regulation at NMSU, NARUC, and National Judicial College.
- Close work with the Commission's new Policy Division to ensure that hearing examiners stay abreast of industry developments.

Adjudications

The hearing examiners presided over several notable cases in the last year.

- BCP Partners' application to acquire New Mexico Gas Company (NMGC) for \$1.252 billion. NMGC is the largest natural gas distribution service provider in New Mexico.
- Southwestern Public Service Company's (SPS) 2025 Renewable Portfolio Standard case. This matter required consideration of the ongoing usefulness of the RPS rider as New Mexico utilities move closer to 100%-carbon-free-resource generation.
- SPS's request for an accounting order to track an increase in their excess liability insurance premiums primarily driven by wildfire-related risk. Wildfires in the southwest are

becoming more common and destructive. Utilities like SPS, as well as other businesses and individuals, face increasing insurance costs and decreasing insurance availability.

- Public Service Company of New Mexico's (PNM) 2024 application to increase rates. The original application proposed to increase the average residential customer's monthly bill by \$23.60, a 30.32% increase. Through the hearing process, the parties agreed to reduce this increase to \$12.58 a 13.80% increase. The hearing examiners recommended that the Commission approve the parties' agreement as well as the parties' proposal to phase in the rate increase over two time periods (July 1, 2025, and April 1, 2026).
- PNM resource acquisition case. The hearing examiners recommended approval of a portfolio of resources proposed by PNM to ensure both system reliability beginning in 2028 and to locate a new resource within the Central Consolidated School District (CCSD). The portfolio will help move PNM towards the use of more renewable energy while achieving the statutory goal of placing additional resources within the boundaries of CCSD.
- NMGC line extension policy. The gas company proposed revisions to its line extension policy to better incentivize new customers and capture benefits that flow from those new customers. The proposal was opposed by intervenors.



Legal Division

JOHN BOGATKO, ACTING
DIVISION DIRECTOR

The Legal Division consists of eight attorneys and two support staff members focused on providing the legal component of the staff that represents the public interest in matters before the Commission.

The Legal Division's provision of legal counsel to the Commission outside of contested proceedings includes, for example, the Legal Division's defense or representation of the Commission in civil court or other proceedings that take place outside of the agency; the provision of counsel, analysis, and advice regarding proposed legislation that may directly, indirectly, or otherwise be of concern to the Commission; and Inspection of Public Records Act (IPRA) compliance, which demands a high level of attention to detail, institutional acumen, and command of New Mexico's complex and often nuanced IPRA jurisprudence.

The Legal Division provides counsel to other divisions of the agency in the form of, for example, the drafting and reviewing of inter-agency memorandums of understanding and other similar agreements; drafting, reviewing, and analyzing of requests for proposals and contracts against the backdrop of a panoply of rules and regulations; legal counsel regarding the receipt, review, and resolution of public inquiries, consumer complaints, legislative inquiries, and the like; and participation in working groups and committees for the betterment of the agency and the general advancement of the public interest in New Mexico.

A sizable share of the Legal Division's time, energy, and efforts is dedicated to the Utility Division Staff and their statutorily mandated representation of the public interest in utility matters before the Commission. To that end, this past year Legal Division attorneys have represented the Utility Division Staff in a myriad of matters before the Commission, including the

latest PNM rate case; the renewable portfolio plans submitted by EPE, SPS and PNM; the energy efficiency cases brought by SPS and EPE; several telecommunications cases concerning requests for eligible telecommunications carrier (ETC) designations under varying circumstances; location control cases for the siting of renewable energy generation and associated infrastructure; SPS's Southwest Power Pool integrated marketplace demand response option tariff; litigation regarding New Mexico Gas Company's line extension policy; a number of fuel and purchased power adjustment clause cases; rulemakings concerning a range of issues from proposed revisions to the Commission's rules of procedure to rules pertaining to grid modernization; and many more.

No matter the realm of operations or nature of the engagement, it is the aim and intent of the Legal Division to provide effective counsel, representation, and advocacy to the Commission and its various divisions and to always and continuously improve in the rendition of those services.

A sizable share of the Legal Division's time, energy, and efforts is dedicated to the Utility Division Staff and their statutorily mandated representation of the public interest in utility matters before the Commission.



Utility Division

ED RILKO, DIVISION
DIRECTOR

The Utility Division supports the Commission by providing expert, balanced, and forward-thinking advocacy that serves the public interest.

The Division consists of four Bureaus: Telecommunications, Engineering, Accounting, and Economics. Additionally, there is a Compliance Auditor and Case Manager who assists with the Bureaus' day-to-day activities. Divisional staff qualifications include Certified Public Accountants and Professional Engineers.

The Division supports the Commission's regulation of investor-owned and cooperative entities that provide electricity, natural gas, telecommunications, and water. In addition, the Division provides assistance to the Commission in the oversight of wastewater systems. The mission of the Utility Division is to advocate for the public interest, balancing the financial needs of regulated entities with the need to ensure consumers receive safe, reliable services at reasonable prices.

Division staff consistently applies expertise in engineering, economics, and accounting to ratemaking proceedings for public utilities and telecommunications carriers. They also collaborate closely with the Legal Division in all utility-related proceedings before the Commission.

The Utility Division is involved in integrated resource planning that guides long-term strategies for future energy needs including renewable energy procurement plans and acquisition of clean energy resources. The Division reviews energy efficiency programs which promote sustainable consumption. They also oversee resource abandonment cases when utilities propose to retire generation assets.

Additionally, the Division oversees location control cases, which involve the regulation and approval of site locations, construction and expansion of utility infrastructure such as power plants, transmission lines and other energy facilities. Other responsibilities include reviewing mergers and acquisitions, debt financing, and fuel and purchased power cost recovery. These efforts ensure utilities fairly recoup costs associated with energy production. Moreover, the Division remains actively engaged in numerous ongoing and emerging rulemaking cases, addressing the evolving regulatory landscape.

The Utility Division is committed to influencing Commission decisions that emphasize affordability and economic development while consistently applying PRC statutes, regulations and policies.

The Division supports the Commission's regulation of investor-owned and cooperative entities that provide electricity, natural gas, telecommunications, and water.



Pipeline Safety Bureau

JASON MONTOYA,
DIVISION DIRECTOR

Mission Statement

The mission of the Pipeline Safety Bureau (PSB) is to educate, ensure and enforce safe gas and hazardous liquid pipeline systems and SAFE excavation.

Under 70-3-11 thru 70-3-20 NMSA 1978 "Pipeline Safety Act" and Title 18, Chapter 60, Part 2 "Pipeline Safety General Provisions", the New Mexico Public Regulation Commission Pipeline Safety Bureau (PSB) conducts inspections on over 27,180 miles of intrastate pipelines consisting of approximately 1,833 miles of intrastate gas transmission pipelines, 33,104 miles of regulated gas gathering pipelines, 15,009 miles of distribution gas mains providing service to more than 680,000 customers, 1,360 miles of hazardous liquid trunk lines, non-rural crude oil gathering lines, and CO2 pipelines, and on more than 292 master meter and LPG inspection units. NM's pipeline inspection program consists of standard, specialized (operator qualification, gas transmission integrity management, distribution integrity management, excavation damage, public awareness, control room management, high risk, and drug and alcohol), follow-up, incident investigations, construction and testing, tank, and Section 114 inspections.

Under 62-14 NMSA, "Pipeline One-Call Notification System", Title 18, Chapter 60, Part 2, "Pipeline Safety Excavation Damage Prevention" the PSB has enforcement authority over excavators, one-call centers, and underground facility operators and may assess administrative penalties of up to \$5,000.00 for a first offense and up to \$25,000.00 for subsequent violations. The PSB investigates all excavation damages (damages are required to be reported by rule) and may initiate on-site citations for probable violations of the Statutes and Rules.

During FY25, the PSB began filling all new positions approved by the Legislature during

the 2024 session. The PSB now consists of 1 program manager, 4 administrative support, 7 damage prevention inspectors, and 12 pipeline safety inspectors. Additional major milestones accomplished during FY25 include:

- Implemented performance measures to develop an effective strategy and process to become more efficient and ensure industry compliance in public safety, high performing leadership, high level of morale, and quality production.
- Received "adequate" rating from the Pipeline and Hazardous Materials Safety Administration for having a robust damage prevention program.
- Received Legislative approval to increase civil penalties for warranted pipeline safety violations.
- Began conducting inspections of new gas gathering pipeline operators due to the new Federal Gas Gathering Rule.
- Converted NM excavation safety and compliance training to an online module platform. This training is mandatory for initial alleged violations issued for failure to comply with NM's dig law and rules that resulted in damage to underground infrastructure.

NM's pipeline inspection program consists of standard, specialized ... follow-up, incident investigations, construction and testing, tank, and Section 114 inspections.



8-1-1 day celebration at NM811's facility



Administrative Services Division

MIRANDA MASCARENAS,
DIVISION DIRECTOR

The Administrative Services Division (ASD) consists of four bureaus: Budget and Finance, Records, Information Technology, and Human Resources. Together, ASD supports the Commission in budget and accounting, procurement, case docketing, information systems services and personnel services.

The Budget and Finance bureau consists of five employees that process hundreds of fiscal transactions each year as well as oversee procurement for the NMPRC. The bureau works with all divisions of the NMPRC to ensure fiscal transactions are processed in accordance with state statute, manual of model accounting practices, and governmental audit and accounting standards. In working with the Commission, Chief of Staff, and divisions within the NMPRC, the Budget and Finance bureau assesses the needs of the agency and compiles and submits the annual budget request for the following fiscal year before September of each year. Additionally, the Budget and Finance bureau is responsible for the completion of the annual financial statement audit for the NMPRC.

In the 2025 legislative session, the Budget and Finance bureau worked tirelessly to secure a base operating budget of \$20,047,700 to include 10 new positions for the NMPRC.

The Records bureau consists of four employees that are responsible for case docketing, IPRA requests, filing and processing of advice notices, creating records proper for advice notices, and receipt and postings of incoming filings daily. As of September 2025, the Records bureau has docketed more than 66 cases and closed over 25 cases, received over 46 IPRA requests, processed records proper, processed over 73 advice notices, and received \$2,072 from appeals.

ASD has been overseeing the planning and transition to NMPRC's temporary home in Santa Fe, located at 1593 Pacheco St. Suite 107, as well as NMPRC's new satellite office in Albuquerque, located at 4200 Osuna Rd. NE. In 2025, ASD also submitted a \$5 million capital outlay request for FY27 aimed at renovations to the Gonzales building, the previous home of the Educational Retirement Board and the future home to the NMPRC.

The Budget and Finance bureau consists of five employees that process hundreds of fiscal transactions each year as well as oversee procurement for the NMPRC.



Human Resources Division

SARAH VALENCIA,
DIVISION DIRECTOR

PRC Human Resources (HR) team continued to strengthen the organization by prioritizing employee engagement, talent development, and an inclusive workplace culture. Recognizing that our people are our most valuable asset, HR initiatives this year focused on supporting employee well-being, enhancing organizational capacity, and aligning human capital strategies with the agency's long-term goals.

In FY25, PRC HR successfully completed the State Personnel Office job architecture project, skillfully adapting the initial framework within a short timeframe to ensure alignment with functional operations and long-term workforce priorities. This accomplishment demonstrates HR's agility, strategic insight, and commitment to delivering solutions.

The FY25 Employee Engagement Survey reflects a highly engaged, mission-driven workforce that values collaborative teams, meaningful work, flexible telework, and trusted leadership. A strong majority of employees would recommend the agency as a great place to work, citing pride in public service, supportive colleagues, and opportunities for growth. Constructive feedback emphasized enhancing communication, career development, and workload management, offering clear guidance for future improvements. Overall, the survey highlights a motivated workforce poised to advance the agency's mission with sustained engagement and strategic focus.

The FY25 Employee Engagement Survey reflects a highly engaged, mission-driven workforce that values collaborative teams, meaningful work, flexible telework, and trusted leadership.



Information Technology Division

ELDON VITA, ACTING
DIVISION DIRECTOR

The Information Technology (IT) Division supports the technology needs of the Commission. The Division seeks to encourage and assist the agency in adopting modern technological solutions.

In April 2024, the IT Division began replacing and upgrading equipment and systems. The Division has moved the agency towards a cloud-managed environment which has improved our ability to troubleshoot and support hybrid and remote staff. We are looking towards improving end-point security and end-user experience where possible, which includes the modernization of management policies.

Beginning this year, in coordination with the Administrative Services Division, Office of the Chief of Staff, and the New Mexico Department of Information Technology, we are working with Speridian Technologies, LLC to build out a new document and docket management system. The new system will enhance the Commission's ability to manage and utilize key information, ultimately supporting more effective operations. The IT Division also supported the Administrative Services Division in completing the Agency's move to two separate locations in Albuquerque and Santa Fe. The new office spaces offer a new set of challenges and possibilities. The IT Division is also working on modernizing the workspace and allowing for a flexible environment for all agency staff whether they are working from home or from either office. This includes installing and configuring scheduling devices for reservable workspaces as well as methods to extend conference rooms between the two offices.

Looking ahead, the IT Division will continue to focus on security enhancements and equipment modernizations. This includes both user endpoints and internal systems. We are aiming to completely

move away from physical IT infrastructure, which will decrease our dependency on other agencies and outside vendors. The Division is also working on improving professional development for staff, including increasing conference attendance, trainings, and certifications for all IT staff members.

The Division has moved the agency towards a cloud-managed environment which has improved our ability to troubleshoot and support hybrid and remote staff.



Consumer Relations Division

RYAN JIMENEZ,
DIVISION DIRECTOR

The Consumer Relations Division (CRD) works to resolve consumer complaints against utility companies and telecommunications carriers within New Mexico. CRD plays a critical role in ensuring that consumer concerns are addressed promptly and equitably, while also fostering constructive communication with industry stakeholders.

Through its informal complaint resolution process, CRD receives and investigates consumer inquiries, working to mediate disputes in a timely manner. In most cases, CRD is able to achieve resolution within 10 business days. When violations of agency rules are identified, CRD pursues equitable remedies on behalf of consumers, including securing refunds or billing credits. Compliance officers engage directly with both consumers and industry representatives to ensure outcomes are balanced, fair, and transparent.

FY25 Performance Highlights

During Fiscal Year 2025, CRD received 329 consumer complaints and disputes, representing a reduction of 239 complaints compared to Fiscal Year 2024, when 568 complaints were filed. Of the FY25 complaints,

New Mexico consumers obtained a total of \$15,614.64 in refunds and credits as a result of CRD interventions. Industry Developments and Consumer Engagement

Over the past year, several of New Mexico's major utilities were granted rate increases and approval for infrastructure improvements, including the deployment of Advanced Metering Infrastructure (AMI) meters. These developments have prompted new consumer questions, concerns, and challenges, underscoring the need for CRD's ongoing role as both mediator and educator.

To proactively address emerging issues, CRD has instituted quarterly meetings with utility leadership

and executive contacts. These sessions create a forum for discussing key topics such as:

- **Increases or patterns in specific complaint types**
Outstanding consumer response matters.
- **New agency guidance and compliance expectations**
By cultivating strong, professional relationships with utility counterparts, CRD has strengthened its diplomatic mediation efforts and fostered a spirit of collaboration that benefits both consumers and service providers.

Looking Forward

The industries under PRC jurisdiction are rapidly evolving, continually introducing new technologies, services, and products for consumers. With each innovation, new challenges and potential disputes arise. CRD remains committed to adapting its strategies and processes to ensure that consumer protections keep pace with industry advancements.

Our mission is not only to resolve disputes but also to proactively educate, guide, and build trust between consumers and industry. Through this work, CRD will continue to safeguard fairness, transparency, and accountability across the regulated sectors while promoting a healthy balance between consumer interests and industry growth.

Through its informal complaint resolution process, CRD receives and investigates consumer inquiries, working to mediate disputes in a timely manner.



Office of Technical Analysis and Policy

AGATA MALEK,
DIVISION DIRECTOR

The Office of Technical Analysis and Policy (OTAP), created in January 2025, provides technical analysis and support to Commissioners, the Office of Hearing Examiners, and the Office of General Counsel. Additionally, staff alongside Commissioners, represent New Mexico's interest in Regional Transmission Organizations and Regional Planning Organizations.

Regional Matters

- Economics Advisor Miguel Perez represents the Commission in WestConnect's Planning Management Committee (PMC). WestConnect is a regional planning group which was created as a result of FERC Order 1000, and provides a forum where transmission providers and stakeholders in the west can consider regional transmission needs and proposed projects. Commission engagement in this planning process supports aligning regional plans with New Mexico policy goals and transmission needs.
- OTAP Director Agata Malek is the Chair of Southwest Power Pool's Cost Allocation Working Group (CAWG) for 2025 and advises Patrick O'Connell and other members of the Regional States Committee on resource adequacy and cost allocation matters within the SPP regional transmission organization. Key regional matters approved this year include the Consolidated Planning Process and the SPS Phantom -765kV line.
- OTAP also represents the Commission at CREPC-TC meetings and multiple regional stakeholder processes related to FERC Order 1920.

Technical Analysis

- The office has provided technical analysis and support in several docketed proceedings including PNM's recent rate cases (22-00270, 24-00089), Community Solar implementation (23-00071, 24-00258, 25-00010), and the 2025 & 2026 REA Plans by

IOUs (24-00176, 24-00207, 24-00240, 25-00038, 25-00042, 25-00027) among others.

- Developed a variance analysis framework to review changes in rate case revenue requirements for PNM & NMGC (22-00270, 24-00089, 22-00255).
- Generalized the solar bill credit rate design for IOUs in the Community Solar "tariffs" docket 23-00071.
- Demonstrated alternative rate designs such as no-block volumetric rates, and a framework for low-income rates based on customers energy burden.

Public Engagement

- Economics Advisor Miguel Perez provided a review of New Mexico's Renewable Portfolio Standards (RPS) and implementation of the Renewable Energy Act (REA) at New Mexico Renewable Energy Transmission Authority's (NMRETA) annual conference on October 10.
- Prepared Chief of Staff remarks for a presentation on key regional transmission organization issues affecting New Mexico
- Commission Designee for PNM's 2026 Integrated Resource Plan (IRP) process.

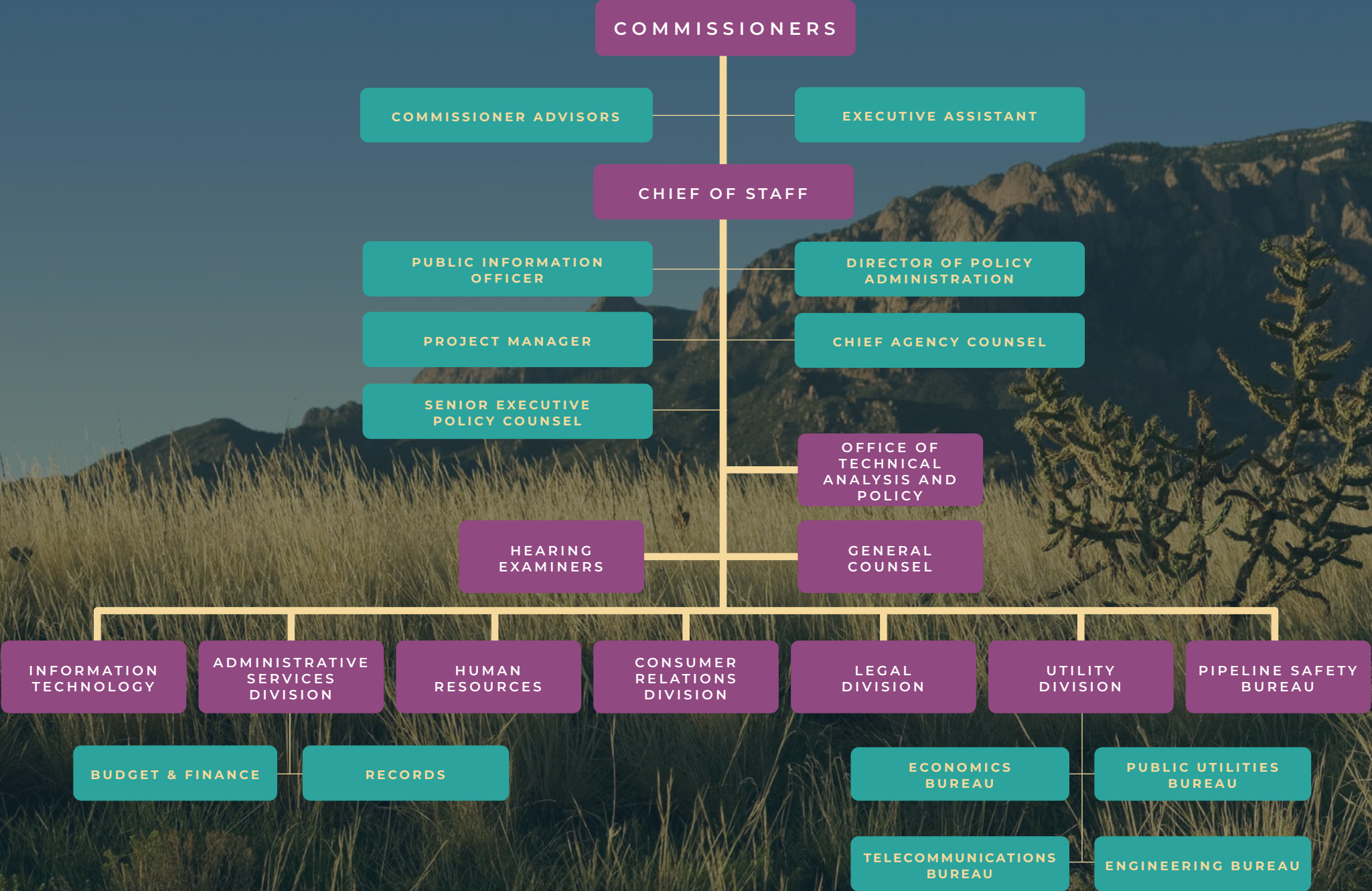
Legislative Matters

- Provided a review of statistics for renewable energy consumption and generation in New Mexico.
- Provided a review of average utility bills for gas and electric utilities in New Mexico.
- Supported a review of New Mexico's electricity rates changing through time.

Other work

- OTAP is happy to welcome Department of Energy Innovator Fellow Claire Everett, whose work will focus on grid modernization and load growth.
- Piloted HData's regulatory AI. The pilot informed the agency of AI resources that could potentially provide efficiency gains in the Commission's docket review workflows.
- Coordinated across divisions to launch an RMI style internal PRC skill-building series on regulatory topics. The first topic was wildfire mitigation on October 1.
- Worked with the Office of the Hearing Examiner to bring in an outside speaker to discuss regulatory sandboxes.

PRC Organizational Structure





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