
[EXTERNAL] Formal Complaint against Melody Ranch Water Company

From Roy McClellan <RougeSpear@outlook.com>

Date Thu 11/20/2025 1:17 PM

To Records, PRC, PRC <PRC.Records@prc.nm.gov>

 1 attachment (3 MB)

Formal-Complaint-Form_1.pdf;

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CAUTION: This email originated outside of our organization. Exercise caution prior to clicking on links or opening attachments.

Good afternoon,

Attached is the Formal Complaint request against Melody Ranch Water Company. The community of Melody Ranch Subdivision in Edgewood NM urges the PRC to open a formal investigation on the matters listed within the complaint.

v/r

Roy S. McClellan

“We don’t rise to the level of our expectations, We fall to the level of our training”



NEW MEXICO
**PUBLIC REGULATION
COMMISSION**

COMMISSIONERS

GABRIEL AGUILERA
GREG NIBERT
PATRICK O'CONNELL

P.O. Box 1269
Santa Fe, NM 87504-1269

CHIEF OF STAFF

Cholla Khoury

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Melanie Sandoval

Formal Complaint Form

The New Mexico Public Regulation Commission (NMPRC) attempts to resolve complaints against industries regulated by the NMPRC at the informal level with our Consumer Relations Division. If a consumer is not satisfied with the outcome, they are welcome to file a formal complaint that may be heard by the NMPRC Commissioners at a formal open meeting.

Step 1: Complaint Information

Your name (complainant) as it appears on the bill: Roy McClellan (pro se)

Address as it appears on the bill: 24 Cottonwood Rd Edgewood NM 87015

Phone number (include area code): 505-514-4624 Email Address: rougespear@comcast.net

Company (respondent) you are complaining against: Melody Ranch Water Company

Company mailing address and phone number: PO Box 51615 Albuquerque, NM 87181 505-832-4092P

A clear and concise statement of the relief sought (What do you think the company should do to make this situation right?):

Provide information regarding a comprehensive audit and investigation on the following areas.

Financial Books and Reports (see attached breakdown)

Operational Reports and Procedures (see attached breakdown)

Business Reports (see attached breakdown)

Licenses and Credentials of All Employees (see attached breakdown)

Proof of Ownership (see attached breakdown)

A concise and explicit statement of the facts which the complainant alleges shows a violation:
(Please use additional sheets if necessary. Attach any relevant documentation such as a copy of the bill(s) in dispute, cancelled check, documentation which will support your position):

Over the past several months, numerous concerns have arisen regarding the transparency, operational integrity, and legal standing of Melody Ranch Water Company. These concerns warrant immediate and thorough investigation. Specifically, I request that the audits include- but not limited to- the above mentioned areas.

A statement of any laws, rules, orders, tariffs, certificates of public convenience and necessity, or operating authorities alleged to have been violated;

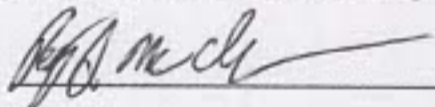
Given the essential nature of water service and the impact on public health and safety, I urge the Commission to treat this request with urgency. The residents of Melody Ranch deserve full transparency and assurance that their water provider is operating within the bounds of the law and best practice.

Step 2: Affirmation

Please sign the below statement:

"The factual allegations in the complaint are true and correct to the best of my knowledge and belief"

Date: 11/20/2025

Signature: 

Step 3: Filing Fee

Please prepare a check or money order payable to the State of New Mexico in the amount of \$25 to pay the formal complaint filing fee. Please include a scan of the check in your filing along with this completed formal complaint form with all supporting documentation and email it to prc.records@prc.nm.gov

Step 4: Filing

Mail your filing fee to:
New Mexico Public Regulation Commission
Attn: Records Bureau
PO Box 1269
Santa Fe, NM 87504-1269

Dear Commissioners,

I am writing to formally request that the New Mexico Public Regulation Commission initiate a comprehensive audit of Melody Ranch Water Company, a regulated utility operating in our community. This request is made in the interest of public accountability, regulatory compliance, and consumer protection.

Over the past several months, numerous concerns have arisen regarding the transparency, operational integrity, and legal standing of Melody Ranch Water Company. These concerns warrant immediate and thorough investigation. Specifically, I request that the audit include—but not be limited to—the following areas:

1. Financial Books and Reports

- Verification of revenue, expenditures, and ratepayer funds
- Review of financial statements submitted to the PRC and other agencies
- Assessment of financial solvency and proper use of public funds

2. Operational Reports and Procedures

- Inspection of water quality testing records and infrastructure maintenance logs
- Evaluation of emergency response protocols and service reliability
- Review of compliance with state and federal water safety standards

3. Business Reports

- Analysis of annual reports, strategic plans, and internal governance documents
- Review of any filings with the Secretary of State or other regulatory bodies

4. Licenses and Credentials of All Employees

- Verification of operator certifications, technical qualifications, and legal eligibility
- Confirmation of compliance with New Mexico licensing requirements for utility personnel

5. Proof of Ownership

- Documentation of legal ownership and corporate structure
- Review of any changes in ownership, mergers, or acquisitions

- Assessment of whether the current ownership meets regulatory and ethical standards

Given the essential nature of water service and the potential impact on public health and safety, I urge the Commission to treat this request with urgency. The residents of Melody Ranch deserve full transparency and assurance that their water provider is operating within the bounds of law and best practice.

Please confirm receipt of this complaint and advise on the next steps in the investigation process. I am available to provide additional documentation or testimony as needed.