



NEW MEXICO  
**PUBLIC REGULATION  
COMMISSION**

**COMMISSIONERS**

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P.O. Box 1269  
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**CHIEF OF STAFF**

Cholla Khoury

**RECORDS BUREAU CHIEF**

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: \_\_\_\_\_

Address as it appears on the bill: \_\_\_\_\_

Phone number (include area code): \_\_\_\_\_ Email Address: \_\_\_\_\_

Company (respondent) you are complaining against: \_\_\_\_\_

Company mailing address and phone number: \_\_\_\_\_

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

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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):

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

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### **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: \_\_\_\_\_

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](mailto: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