



NEW MEXICO
**PUBLIC REGULATION
COMMISSION**

COMMISSIONERS

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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. NOTE: in accordance with Commission Rule 1.2.2.9.D, entities other than an individual who file a Formal Complaint must be represented by an attorney licensed to practice law in New Mexico

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?): _____

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):

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

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 NMPRC or State of New Mexico in the amount of \$25.00 to pay the formal complaint filing fee. Please sign and upload this completed formal complaint form, with all supporting documentation, along with a separate upload of the signed filing fee by submitting a formal complaint, in PRCe360 at: <https://e360.prc.nm.gov/portal/public/#/public/nm-prc/en/home>. You will have to create an account to Submit a Formal Complaint.

Step 4: Filing

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