## NEW MEXICO PUBLIC REGULATION COMMISSION

CONSUMER RELATIONS DIVISION Utility Complaint Bureau
Phone: (505) 827-4084



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

## CONSUMER RELATIONS INFORMAL UTILITY COMPLAINT FORM

\* Please note that in the event that your complaint is not resolved informally, the documentation and information submitted informally may be used in a formal complaint.

Please fill out completely:
Name as it appears on bill:
Address as it appears on bill:
Mailing address, if different from service address:
Phone Numbers (please include area code): (home)(work)
Email address:
Account Number or Order Number:
Company You Are Complaining Against:
If you are not the customer of record, please complete this section.
Name:
Relationship to the customer:
Address:
Daytime Phone No.:
Explain why customer cannot complete form:
you must have the customer's permission to file a complaint on their behalf.
The state of the s





Is your service currently on? YES NO
If your service is off, when was it turned off?
How much money does the utility require to restore service?
If your service is on, do you have a turn-off (disconnection) notice? YES NO
If you are requesting an extension on a turn-off notice, when can you make the payment
And how much can you pay?
Please describe your complaint and detail that statutes and rules that you believe the utility has violate
(use additional sheets, if necessary):
Please attach any relevant documentation (i.e. a copy of the bill(s) in dispute, canceled checks, receipts,
etc.), which will support your position.
CONSENT TO DELEASE INFORMATION
CONSENT TO RELEASE INFORMATION  The information I have provided the Consumer Relations Division is true and accurate to the best of my knowledge
and belief.
SIGNATURE DATE



