
25-00054-UT; Initial Order Opening Investigation

From Santillanes, LaurieAnn , PRC <LaurieAnn.Santillanes@prc.nm.gov>

Date Tue 7/22/2025 3:54 PM

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

Cc echoandmelody@gmail.com <echoandmelody@gmail.com>; Bogatko, John, PRC <John.Bogatko@prc.nm.gov>; Ortiz, Jackie, PRC <jackie.ortiz@prc.nm.gov>; Ramirez, Elizabeth, PRC <Elizabeth.Ramirez@prc.nm.gov>; Martinez-Rael, Peggy, PRC <Peggy.Martinez-Rael@prc.nm.gov>; O'Connell, Pat , PRC <Pat.OConnell@prc.nm.gov>; Khoury, Cholla , PRC <cholla.khoury@prc.nm.gov>; Aguilera, Gabriel , PRC <gabriel.aguilera@prc.nm.gov>; Rilkoff, Ed , PRC <Ed.Rilkoff@prc.nm.gov>; Dasheno, Gabriella, PRC <Gabriella.Dasheno@prc.nm.gov>; Martinez, Timothy, PRC <Timothy.Martinez@prc.nm.gov>; Cameron, Scott , PRC <scott.cameron@prc.nm.gov>; Santillanes, LaurieAnn , PRC <LaurieAnn.Santillanes@prc.nm.gov>; Rettig y Martinez, Alejandro , PRC <alejandro.martinez@prc.nm.gov>; Nibert, Greg, PRC <greg.nibert@prc.nm.gov>; Herrera-Waldroup, Alyssa, PRC <alyssa.herrera-waldroup@prc.nm.gov>; PRC-Commissioners & Advisors <PRC-Commissioners&Assistants@state.nm.us>

 1 attachment (235 KB)

25-00054-UT-2025-07-22-Initial Order Opening Investigation.pdf;

BEFORE THE NEW MEXICO PUBLIC REGULATION COMMISSION

**IN THE MATTER OF MELODY RANCH WATER
COMPANY LLC'S WATER SYSTEM BREADOWN
AND DISRUPTION OF SERVICE**

)
)
)
)

Docket No. 25-00054-UT

Sincerely,
LaurieAnn Santillanes
Paralegal
Office of General Counsel
P.O. Box 1269
Santa Fe, NM 87504-1269
Telephone: (505) 670-4830
Email: LaurieAnn.Santillanes@prc.nm.gov



BEFORE THE NEW MEXICO PUBLIC REGULATION COMMISSION

IN THE MATTER OF MELODY RANCH WATER)
COMPANY LLC’S WATER SYSTEM BREAKDOWN AND)
DISRUPTION OF SERVICE) Docket No. 25-00054-UT
)

INITIAL ORDER OPENING INVESTIGATION

THIS MATTER comes before the New Mexico Public Regulation Commission (“Commission”) upon the Legal Division’s Petition for the Commission to Open a Docket Regarding Melody Ranch Water Company LLC’s Water System Breakdown and Disruption of Service with Request for Expedited Commission Action (“Petition”).

The Commission files this Initial Order to acknowledge this Docket was opened upon the filing of the Legal Division’s Petition, instructs the Legal Division of the Commission to report its findings subsequent to its site visit, and orders the Legal Division to make a recommendation to the Commission.

BACKGROUND

1. On July 21, 2025, the Legal Division filed its Petition, requesting the Commission open a docket to address Melody Ranch Water Company LLC’s (“Melody Ranch”) water system breakdown and disruption of service. The Petition explains that on July 9, 2025, Melody Ranch, a New Mexico water utility regulated by the Commission, reached out to the Commission to explain that the well currently used to provide water to its community is not producing enough water to meet demand.¹ Melody Ranch detailed the incident causing the service interruptions, provided its current status, included next steps and possible solutions, and requested financial assistance.²

¹ Petition at 2.

² Petition, Exhibit 1.

2. On July 11, 2025, the Legal Division responded to Melody Ranch, and informed it that it must restore water in conformance with its legal obligations or it needed to provide the Legal Division with an adequately detailed plan which stated how and when Melody Ranch planned on restoring the water.³ On July 16, 2025, Melody Ranch responded to the Legal Division with its current situation, status, and alleged obstacles preventing the water service to be provided to the community.⁴

3. Melody Ranch asserted that it was working on filling its storage tank to a level that allows service, anticipated receiving 16,000 gallons on July 18, 2025, stated overnight shutoffs would continue for tank recovery, and that it had submitted an emergency application to the Office of the State Engineer to drill a supplemental well.⁵ Melody Ranch also asserted it continued to invest in repairs, upgrades, and replacement components to stabilize the system.⁶

4. The Legal Division and Utility Division Staff intend to conduct a site visit to Melody Ranch during the week of July 21, 2025, to assess the status and efforts Melody Ranch is taking to restore water and to further investigate the circumstances which led to the water system breakdown.⁷

5. The Legal Division asserts its primary concern is the restoration of water services to the community in which Melody Ranch serves and considers this situation an emergency. For these reasons, the Legal Division requests the Commission to open a docket so that it may:

³ Petition at 2.

⁴ *Id.*

⁵ Petition, Exhibit 3 at 10.

⁶ *Id.*

⁷ Petition at 2. *See* NMSA 1978, § 62-6-23 (allowing officers and employees of the Commission to enter any premises occupied by any utility for purposes of examinations, tests, and inspections).

- publicly compile relevant information, reports, and findings regarding Melody Ranch and the status of the water service disruption;
- serve as a ready platform for other regulatory action, including but not limited to the conduct of formal discovery, as may be warranted under the circumstances; and
- to be otherwise utilized by the Commission and/or others as may be necessary.⁸

DISCUSSION

6. Pursuant to the Public Utility Act, the Commission has jurisdiction to regulate water utilities, including Melody Ranch.⁹ Under the Commission's Procedural Rules, the Commission may investigate any matter within its jurisdiction at any time.¹⁰

7. Melody Ranch is responsible for furnishing and maintaining sufficient facilities to provide a continuous and adequate supply of water to the community it serves.¹¹

8. The Commission acknowledges that this Docket was opened by the Legal Division's July 21, 2025 Petition.

IT IS THEREFORE ORDERED:

A. The Legal Division shall conduct its investigation, including a site visit, related to Melody Ranch and the interruption of service.

B. As soon as practicable upon completion of its investigation, the Legal Division shall report its findings and make a recommendation to the Commission regarding Melody Ranch and the interruption of service.

C. This Order is effective when signed.

⁸ *Id.* at 3.

⁹ NMSA 1978, § 62-3-3(G)(3).

¹⁰ 1.2.2.22(A) NMAC.

¹¹ 17.12.750.11 NMAC.

D. The Commission shall serve a copy of this Order upon all persons listed on the attached Certificate of Service via e-mail if their e-mail addresses are known, and otherwise, via regular mail.

E. In computing time in accordance with statute, regulation, or Commission order, computation shall begin on the date that this Order is filed with the Chief Clerk of the Commission's Records Management Bureau or the Chief Clerk's designee.

SIGNED under the Seal of the Commission at Santa Fe, New Mexico, this 22nd day of July, 2025.

NEW MEXICO PUBLIC REGULATION COMMISSION

/s/ Patrick J. O'Connell, electronically signed
PATRICK J. O'CONNELL, COMMISSIONER



BEFORE THE NEW MEXICO PUBLIC REGULATION COMMISSION

IN THE MATTER OF MELODY RANCH WATER)
COMPANY LLC'S WATER SYSTEM BREADOWN) Docket No. 25-00054-UT
AND DISRUPTION OF SERVICE)
)

CERTIFICATE OF SERVICE

I CERTIFY that a true and correct copy of the foregoing *Initial Order Opening Investigation* was electronically sent to each of the following:

| | |
|-----------------------------|-------------------------------------|
| Tracy Padilla | echoandmelody@gmail.com; |
| John Bogatko | John.bogatko@prc.nm.gov; |
| Jacqueline Ortiz | Jackie.Ortiz@prc.nm.gov; |
| Elizabeth Ramirez | Elizabeth.Ramirez@prc.nm.gov; |
| Peggy Martinez-Rael | Peggy.Martinez-Rael@prc.nm.gov; |
| Pat O'Connell | pat.oconnell@prc.nm.gov; |
| Cholla Khoury | cholla.khoury@prc.nm.gov; |
| Gabriel Aguilera | Gabriel.aguilera@prc.nm.gov; |
| Ed Rilkoff | ed.rilkoff@prc.nm.gov; |
| Gabriella Dasheno | gabriella.dasheno@prc.nm.gov; |
| Timothy Martinez | timothy.martinez@prc.nm.gov; |
| Scott Cameron | scott.cameron@prc.nm.gov; |
| LaurieAnn Santillanes | Laurieann.santillanes@prc.nm.gov; |
| Alejandro Rettig y Martinez | Alejandro.martinez@prc.nm.gov; |
| Greg Nibert | Greg.nibert@prc.nm.gov; |
| Alyssa Herrera-Waldroup | Alyssa.herrera-waldroup@prc.nm.gov; |

DATED this 22nd day of July, 2025.

NEW MEXICO PUBLIC REGULATION COMMISSION

/s/ LaurieAnn Santillanes, electronically signed
LaurieAnn Santillanes, Paralegal