

4-3-26

Dear Mr Schaefer,

My name is Bruce Sanchez and have been a resident in the community of Melody Ranch for the last 30 years. As you are aware, our community has gone through the greatest hardship, no water. Thanks to the Torrance County Commission with a Declaration of Emergency and the Governor's Office Executive Order to help restore water to our community and all your hard work as the Hearing Officer for the PRC, we would still be without water, a basic human right.

Mr Schaefer, as was stated by your order on September 8, 2025, in Section B, that "Melody Ranch Water and Staff shall together organize a time and place, at the first feasible opportunity, with the appropriate security measures in place for Melody Ranch to update the customers on the status of its water availability and the outlook for restoring service. Melody Ranch and Staff will also work together to develop a plan to maintain updates to customers on a reasonable periodic basis,"

There was a Town Hall Meeting set up by Staff to take place in the Wendell Chino Building in Santa Fe. As you recall, there were comments and questions asked by some of the customers of Melody Ranch Water but there was no response given to anyone. The only response that was given was the amount of water that the community was allowed to have for the month of August and a water loss by Melody Ranch Water of 18,000 gallons during a time when the community only received about 30 hours of water for the month.

During the second Town Hall meeting, the initial question asked was if this meeting was going to be like the first with questions and comments and no response given. Ms Padilla stated that she was advised not to say a word in the first Town Hall Meeting. This, in my opinion as well with other residents in the community, is that the first Town Hall Meeting went completely against your orders of September 8, 2025. The second Town

Hall Meeting shed a little light to the adverse situations that our community had been facing since the middle of May.

Both of these Town Hall Meetings were held in the early afternoon hours and only those residents that work remotely, had that day off or the retired members of the community could attend. There are a lot of residents that work during the daytime in our community and deserve the right to have their voices heard, their questions asked and real answers given by Ms Padilla.

Melody Ranch Water is listed as a PRIVATE FOR PROFIT UTILITY. Ms Padilla has already stated that unless a venue could be found at no charge to her, she would be willing to have a Town Hall Meeting that the entire community could attend. This is not right. It is time for Melody Ranch Water to start using their profits to accommodate their customers.

Since that time there have been suggestions by you that Melody Ranch agreed to but never did. There have been statements made with no basis. As I have said to Ms Khoury and to Mr Bogatko, that Melody Ranch needs to be held accountable for what this community has endured and having a Town Hall Meeting that the entire community can participate in, would be a start.

What I am asking, I don't feel is unreasonable. I don't feel that Melody Ranch has even made an attempt to locate a facility for a Town Hall Meeting with the community but that Staff has gone far above and beyond to go by your initial order for communication with the customers. Staff has answered some key questions along the way but can't answer for Melody Ranch Water.

I would like to be able to make a comment regarding a Town Hall Meeting to Melody Ranch during the next Status Conference Meeting on April 7, 2026. I think that if this request is made in front of you, Melody Ranch Water has to be able to give an outstanding reason why this is not feasible. What we are talking about is half of the community that needs to have their

voices heard. These are customers that pay their bill every month that deserve the right to speak.

Mr Schaefer, I have watched you from the beginning of this and feel that you are a very fair person. If you can give me your answer, it would be most appreciated. My phone number is 505-235-3-9898 or can be reached by email at bruce.san102@gmail.com.

Thank you for taking the time to read this and am looking forward to your response.

Bruce Sanchez