

[EXTERNAL] Re: Undeliverable: Re: 25-00078-UT; Notice of Formal Complaint and Order Requiring Answer and Response

From Echo and Melody Water Co.'s <echoandmelody@gmail.com>
Date Wed 12/10/2025 5:01 PM
To Records, PRC, PRC <PRC.Records@prc.nm.gov>; Santillanes, LaurieAnn , PRC <LaurieAnn.Santillanes@prc.nm.gov>

1 attachment (2 MB)
addtl. R. McClellan response.pdf;

CAUTION: This email originated outside of our organization. Exercise caution prior to clicking on links or opening attachments.

Attached is the signature page and the Certificate of Service.
Thank you.
]Melody Ranch

On Wed, Dec 10, 2025 at 4:50 PM Echo and Melody Water Co.'s <echoandmelody@gmail.com> wrote:

----- Forwarded message -----

From: <postmaster@state.nm.us>
Date: Wed, Dec 10, 2025 at 4:39 PM
Subject: Undeliverable: Re: 25-00078-UT; Notice of Formal Complaint and Order Requiring Answer and Response
To: <echoandmelody@gmail.com>



Your message to the group PRC-Commissioners&Assistants@state.nm.us couldn't be delivered.

The group [PRC-Commissioners&Assistants](mailto:PRC-Commissioners&Assistants@state.nm.us) only accepts messages from people on its allowed senders list, and your email address isn't on the list.

echoandmelody	Office 365	PRC-Commissioners&As. .
Sender		
		Action Required
		Sender not allowed

How to Fix It

Ask the owner of the group to grant you permission to send to the group, and then try to send a message again. If the group belongs to a different organization than yours, contact the organization's customer service department for assistance. If the group is in your organization and you don't know who the group owner is, you can find it by doing the following in either Outlook on the web or Outlook:

- Open your Sent folder, and then select the original message.
- If you're using Outlook on the web, select the group name located on the To or CC line. If you're using Outlook, double-click the group name on the To or CC line.
- In Outlook on the web, from the pop-up dialog box, choose Owner. In Outlook, choose Contact. The owner's name is listed under Owner.

The owner of the group may have intentionally chosen to restrict who can send messages to it, and they may not want to adjust the existing restriction. In this case, you'll have to contact the group members by some other means, such as sending an email message to their individual email addresses or contacting them by phone.

Before the New Mexico Public Regulation Commission

In the Matter of the Formal Complaint of Roy McClellan against Melody Ranch Water Company, LLC - Docket No. 25-00078-UT

Response from Melody Ranch

Dear Commissioners,

Without having any knowledge regarding the numerous concerns that Mr. McClellan has stated, I find myself answering to the best of my knowledge. I do refer to the Commissioners the Docket No. 25-00054-UT, before the NM PRC, In the Matter of Melody Ranch Water Company, LLC's water system breakdown and disruption of service, for additional information that Melody Ranch has already provided. With that being said, I will answer in short and plain terms in this statement of relief against the formal complaint referred to above.

Melody Ranch Water Company received its Certificate of Organization from the New Mexico Office of the Public Regulation Commission on May 3, 2000. Please see attached Certificate of Organization. Melody Ranch is a publicly regulated entity and adheres to all Federal and State laws, rules and regulations required of them. Melody Ranch is fully transparent in all its reporting and operational procedures. Melody Ranch has historically and currently operated within the bounds of the law and best practices. Melody Ranch has never been in violation of any rules or involved in legal issues regarding their standings.

Financial Books and Reports for Melody Ranch are available on the NM PRC Website. These are available from 2000 to 2024. Records for 2025 will be available once the current year has ended and the Certified Public Accountant has processed the financial and tax reports. From these reports the additional Operational State reports are processed and reported on time. Operational Reports and Procedures are processed in accordance with NM Public Regulation Commission, the NM Environment Department, the NM Drinking Water Bureau and the NM Office of the State Engineer.

Melody Ranch has two part-time employees and hires a Certified Licensed Water Operator. There are no requirements for employees of a public water company to be licensed. The license of our operator is attached.

Each month every individual meter is read as well as the main well. These reads are entered into our water software program, called RVS Software, Utility Billing Systems. RVS tracks Melody Ranch Waters overall and individual water usage. From these numbers, reports and bills are produced and mailed out respectively. This is done by one of the part-time employees.

At the end of each month the bank statement and the monthly RVS package are reconciled and other reports are produced. This is done by the other part-time employee. Reconciliation is where the deposits on the bank statement match the revenue generated through the RVS monthly billing software. If there are discrepancies they are identified and resolved. This procedure shows that collections are consistent with what is being reported on the customer side and that all monies are being received by Melody Ranch and no other. Two people involved in this procedure provides the reliability and accountability of the funds.

All revenue generated goes to the payments of Melody Ranch Water expenses. The most significant are taxes, insurance, payroll, licensed water operator, electricity, maintenance and repairs and minimal miscellaneous and office costs.

The water quality testing records are initiated by our Certified Licensed Water Operator and/or the NM Drinking Water Bureau and are then submitted to a state testing facility. The testing facility provides Melody Ranch, as well as the NM Drinking Water Bureau with the results monthly. Every year Melody Ranch compiles this data and reports it to the customers of Melody Ranch once the state has verified its accurateness. This information is provided in the Consumer Confidence Report filed and made available annually.

Our contract with our Certified Licensed Water Operator consists of several aspects to the maintenance of the Melody Ranch Water System and are not limited to the services mentioned below. He maintains a weekly, bi-weekly, and monthly schedule for routine maintenance, sampling, monitoring, recording or adjustments. He is on call 24/7 for all unexpected situations or repairs and regularly schedules necessary repairs.

With respect to the NM PRC Commissioners, Melody Ranch has been completely transparent in its reporting and operational procedures and will continue to do so. We hold ourselves to the highest professional and ethical standards and will continue to provide information deemed necessary to support our integrity and standings. Thank you for your attention to this matter.

Sincerely,


Melody Ranch Water Co. LLC

CERTIFICATE OF SERVICE

I certify that on the 10th day of December, 2025, I served the foregoing
(month)

Response to Docket No. 25-00078-UT before the NM PRC
(name of document)

on the parties to this appeal, TC-MD No. _____, by the method indicated
below, and addressed to the following:

Name of party/representative: Melody Ranch Water Co, LLC

Mailing address: PO Box 51615
Albuquerque, NM 87181

☒ Emailed

☐ Hand delivered

☐ U.S. Mail, postage prepaid

☐ Overnight Mail, fees prepaid

☐ Facsimile



OFFICE OF THE
PUBLIC REGULATION COMMISSION

CERTIFICATE OF ORGANIZATION

OF

MELODY RANCH WATER COMPANY, LLC

2084937

The Public Regulation Commission certifies that the Articles of Organization, duly signed and verified pursuant to the provisions of the

LIMITED LIABILITY COMPANY ACT

(53-19-1 TO 53-19-74 NMSA 1978)

have been received by it and are found to conform to law.

Accordingly, by virtue of the authority vested in it by law, the Public Regulation Commission issues this Certificate of Organization and attaches hereto a duplicate of the Articles of Organization.

Dated: MAY 3, 2000

In testimony whereof, the State Public Regulation Commission of the State of New Mexico has caused this certificate to be signed by its Chairman and the seal of said Commission to be affixed at the City of Santa Fe

Bill Pope
Chairman
Yollee Gonzales
Bureau Chief

STATE OF NEW MEXICO

Water Quality Control Commission

This certifies that
Daniel Chavez

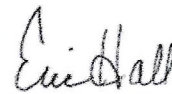
Has met the requirement for the Utility Operator Certification adopted by the New Mexico Water Commission pursuant to the Utility Certification Act. NMAC 20.17.4.1 and is hereby certified as a Utility Operator authorized to perform as a

Water Supply 2

Certificate No.: 7754

Operator Certified since: 03/23/2006

Expiration Date: 10/31/2027



Signed for Chairman, WQCC

Pursuant to the NMED Delegation Order dated February 19, 2024, the Cabinet Secretary has delegated the authority to issue Utility Operator Certificates to DWB Bureau Chief. The DWB Bureau Chief has further delegated this authority to Utility Operator Certification Program Team Lead Eric Hall.

Walle Card—Tear HERE



NM Operator Identification

Operator ID Number: 06023

Operator Name: Daniel Chavez

Certification Level (s): Water Supply 2

Date Issued: 10/30/2024

This card is required to identify your position and status as a certified operator when submitting potable water samples to laboratories in the State of New Mexico. You are required to provide this ID card along with a valid phone ID i.e. driver's license, when submitting a potable drinking water samples (Microbiological or Chemical/Radiological). This provides verification per the sampling Compliance Regulations, governing 'potable drinking water.'

This card is invalid if your certification becomes inactive, is suspended, revoked, canceled, or otherwise disqualified.