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**25-00054-UT - 2026.01.09 - Staff - The Legal Division's Notice of Filing Regarding Bruce Sanchez's Third Public Comment**

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**From** Martinez-Rael, Peggy, PRC <Peggy.Martinez-Rael@prc.nm.gov>

**Date** Fri 1/9/2026 10:46 AM

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

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 1 attachment (617 KB)

25-00054-UT - 2026.01.09 - Staff - Notice of Filing Re Bruce Sanchez 3rd Public Comment.pdf;

Attached is **The Legal Division's Notice of Filing Regarding Bruce Sanchez's Third Public Comment** in Case No. 25-00054-UT, electronically filed today.

Peggy Martinez-Rael  
Paralegal  
NM Public Regulation Commission  
[Peggy.Martinez-Rael@prc.nm.gov](mailto:Peggy.Martinez-Rael@prc.nm.gov)  
505-231-9490



**BEFORE THE NEW MEXICO PUBLIC REGULATION COMMISSION**

**IN THE MATTER OF MELODY RANCH )  
WATER COMPANY LLC'S WATER SYSTEM )  
BREAKDOWN AND DISRUPTION OF SERVICE )  
\_\_\_\_\_)**

**Case No. 25-00054-UT**

**THE LEGAL DIVISION'S NOTICE OF FILING REGARDING  
BRUCE SANCHEZ'S THIRD PUBLIC COMMENT**

The Legal Division of the New Mexico Public Regulation Commission ("Commission", "NMPRC" or "PRC") submits this Notice of Filing Regarding Bruce Sanchez's Third Public Comment and would direct the Commission's attention to the attached Public Comment recently submitted by Mr. Sanchez to the Legal Division.

Dated this 9<sup>th</sup> day of January 2026.

Respectfully submitted,

/s/ John Bogatko

John Bogatko, NMPRC Legal Division  
John Kreienkamp, NMPRC Legal Division  
New Mexico Public Regulation Commission  
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Ever since the Executive Order was signed, the residents of Melody Ranch have had to listen to the General Manager of Melody Ranch Water Company (MRWC) sound off at the most absurd things. The residents have heard;

1. Now that the Executive Order is signed and the community is getting water, we want to charge the customers for the water that is being pumped.
2. For the month of November 2025, 159,950 gallons of water was pumped and 132,000 gallons of water was trucked into the storage tank for MRWC. That is a total of 391,950 gallons of water from October 30, 2025 -November 26, 2025. Also during that time he General Manager made it a point to say that a resident had a 44,000 gallon leak on their property, that a customer uses approximately 9000 gallons of water a month and another customer has a swimming pool. It was ordered that MRWC turn over water totals for the last year to see the difference from before the loss of water to present. It was argued that one year of totals would not give a proper representation and it was then ordered to go back three years. The total usage reported to the PRC for the month of November was 243,040 gallons used. That is a difference of 148,910 gallons. By the numbers supplied to the PRC, there is an average difference from 2023 to present of around 40,000 gallons with the usage in 2025 being the least.
3. MRWC has claimed that they have no updates from EMWT but when a pump went out in December, the communication from MRWC to the community gave a brief paragraph on the status of the pump but gave almost an entire page of what EMWT was doing and meetings they had going on. None of what was mentioned pertained to communication between MRWC and EMWT, something that the Hearing Officer has said that needs to be relayed to the community.
4. MRWC seemed to be upset when it was mentioned that NMED was doing testing on the water and doing inspections on the system. If MRWC were to be in tune with the Executive Order, it clearly states the NMED is to test the water that is being trucked into the community. NMED did supply MRWC with information in a flyer

format of the condition of the water and MRWC did acknowledge that they are continuing with the water testing that is required. The problem here is 3 fold, each customer in the community is paying \$3.45 per month for water testing and are not sure what the water is being tested for, the community has not seen a water quality report in several years from MRWC, and the community has no idea what the costs are for the water testing and who is performing the tests or what lab the testing is being done at.

5. In the Status Hearing it was mentioned to the Hearing Officer that the entire community was past due on their bills but in the same breath it was also mentioned by the General Manager that the mail had not been checked in some time. The General Manager kept saying that with no funds coming in from the billing that MRWC would not be able to pay the electrical cost for the operation of the pump at the well. At that time the Hearing Officer said that the bills to operate MRWC needed to be shared with the community to help resolve non-payments. The community has yet to see those figures and MRWC refused help from NMED on creating an operation budget.
6. One of the most egregious statements that the General Manager has said is that the community doesn't care about running water but wants to go after the General Manager. This statement is probably the worst thing that anybody associated with MRWC has said to the community and the residents of Melody Ranch deserve a formal apology. This community has had to live with the worst living conditions due to no water and no communication from MRWC.
7. The General Manager of MRWC said in a Town Hall Meeting that unless a venue could be found at no cost to MRWC, any future Town Hall Meetings would still take place in the middle of the day when the working residents could not participate.
8. During the Status Hearing while the Hearing Officer was in the process of making rulings, the General Manager of MRWC would interrupt as a ploy to distract the Hearing Officer. In my opinion, the Hearing Officer is the same as a judge in a court of law and interruptions as was done would constitute contempt charges.

9. Residents are wondering why the General Manager of MRWC is using a phone and a computer in Status conference Hearings. There is talk from several residents that in doing this, MRWC does not want to be seen, which again is a slap in the face in some residents' terms, especially since MRWC will not hold a face to face Town Hall Meeting with the community. There are several residents that have also mentioned that it is an insult to the community when the General Manager starts to laugh or chuckle during any hearings. The residents of Melody Ranch have had to go through a travesty that until a letter to the community on October 30, 2025, did MRWC admit that they were responsible for the outage and what the residents have had to endure. This is not a laughing matter.
10. In the last Status Hearing, the General Manager of MRWC stated that had not heard anything from EMWT to report to the Hearing Officer but within 5 minutes made the comment that EMWT had asked for some property owners. It was also stated that EMWT was interested in purchasing property within Melody Ranch. The General Manager did state that EMWT was given names and phone numbers. So that brings up a question as to what is being said and not said. In one statement no communication and within minutes that statement is contradicted.
11. The General Manager was asked what the status was with the monies from the Executive order and the General Manager stated that with the current situation that the funds would hold up for 3 years but when the PRC addressed the question it was said that funds would last a little over a year. That is a big difference and it raises questions as to what the General Manager is portraying to the Hearing Officer.
12. Even though the General Manager says that now has to pay either 1 or 2 part time employees salary. The discussion of treating the water with chlorine and when the treatments are done there is a heavy odor of chlorine in the water. But the question is who is doing the maintenance to the system and who is going around with a representative of East Mountain Rural Water Association. The reason this question is being raised is because the only person that is

observed at the main pump house is the meter reader who is not certified to do maintenance to the system. It is my understanding the maintenance, water treatments and all testing is to be done by a certified system operator. A question that needs to be raised with NMED is there a log with signatures and dates for the maintenance and if so, is it available for inspection, is there a log with signatures for the water testing and the locations that the water samples are being taken from.

13. I have spoken in the past with the Torrance County Office of Emergency Management (TCOEM) about water being taken from the system by the local fire departments as stated in a Town Hall Meeting and on all the annual reports that are given to the PRC. TCOEM has said that there have been no fire department personnel that have taken any water from this system. That is a direct contradiction from the General Manager of MRWC that as stated when there was partial water being supplied to the community that the fire departments are taking water.

With these things that have been portrayed to the Hearing Officer and to the community watching the Status Hearings on YouTube, there are many contradictions, statements meant to discredit the community and distractions to the PRC. There have been more than enough statements that can be made as evidence for the PRC to do a full investigation into all the billing, the actual production of water at the well, the finances and an inventory of all equipment in the possession of MRWC.

The community has suffered enough. The community does get the required communication from MRWC but the communications are not signed and everyone is curious as to who is writing these letters.

I feel as do other residents that not only all the people that have been involved with the Status Conference Hearings from PRC Staff, but now as was the case with the Status Hearing, NMED needs to be involved as does someone from DHSEM and if needed, a representative of EMWT.

Until the General Manager can produce all the paperwork to show a transfer of ownership and it is registered with the New Mexico Secretary of State, New Mexico Department of Finance and Taxation, the NMPPRC and all the other entities that need actual verification. A Power of Attorney is only good while the person being taken care of is alive. Once they are deceased, the Power of Attorney is void.

All the dates to this paperwork needs to be from before the PRC did its initial on site investigation of MRWC in July 2025. The General Manager introduced herself to the PRC as the General Manager, not the owner. It didn't come up till in a Status Conference Meeting that the General Manager was now presenting herself as the owner with no legal documentation.

The only person that is registered as the owner of MRWC is C.E. Smith. This documentation needs to be cleared up before anything else is done by MRWC. If MRWC can not produce this paperwork, then the PRC should take over the system and its operation till EMWT takes control.

Bruce Sanchez

**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 )**

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**CERTIFICATE OF SERVICE**

**I CERTIFY** that on this date I sent a true and correct copy of **The Legal Division's Notice of Filing Regarding Bruce Sanchez's Third Public Comment**, to the following:

<b>Echo and Melody Ranch Water Co.</b>	
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**DATED** January 9, 2026

**NEW MEXICO PUBLIC REGULATION COMMISSION**

/s/ Peggy Martinez-Rael, electronically signed  
Peggy Martinez-Rael, Paralegal