

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

ORDER REQUIRING SUPPLEMENTAL INFORMATION

THIS MATTER comes before Patrick C. Schaefer, Hearing Examiner for the New Mexico Public Regulation Commission (“Commission”), upon the above-captioned matter involving Melody Ranch Water Company, L.L.C., (“Melody Ranch”) and the Commission’s Order Appointing Hearing Examiner and Order to Show Cause, issued on August 21, 2025.

Being duly informed, the Hearing Examiner **FINDS** and **CONCLUDES** that:

1. On April 7, 2026, Melody Ranch, Commission Staff, and the Hearing Examiner attended a status conference to discuss updates on the status of Melody Ranch.
2. At the status conference, Melody Ranch informed the Hearing Examiner and Staff of the increasing customer usage as the summer months approach. For example, in the month of February 2026, Melody Ranch stated that approximately 108,000 gallons were dispensed, and in the month of March 2026, approximately 152,000 gallons were dispensed. Melody Ranch stated that as the temperature increases, customer usage is also expected to increase.
3. Melody Ranch also stated that there are several delinquent customer accounts, as a small portion of customers have not been paying their water bills over periods of time since the initiation of this matter.
4. Based on the discussion at the status conference, the Hearing Examiner requested Melody Ranch provide the Commission with additional information related to customer usage in preparation of the summer months, and related to customers’ delinquent accounts.

5. For these reasons, Melody Ranch should file a Response to this Order that includes the following information:

a. The gross water usage, on a monthly basis, in gallons, recorded by Melody Ranch between May 1 and September 30 in the years 2023, 2024, and 2025.

b. The individual water usage, on a monthly, in gallons, recorded by Melody Ranch between May 1 and September 30 in the years 2023, 2024, and 2025.

c. Whether Melody Ranch expects the gross and individual water usage to trend similarly as the provided data and why, especially with respect to the water refilling limitations described by Melody Ranch at the last status conference.

d. Any potential issues or concerns Melody Ranch foresees with the expected increase in customer usage as the summer months approach.

e. A general description of the situation regarding the delinquent accounts Melody Ranch currently oversees. Specifically, Melody Ranch should include how many delinquent accounts there are currently, each account's delinquency in dollars, the total cost of delinquency in dollars, and whether the delinquent accounts are 30, 60, or over 90 days past due.¹

f. Any other relevant information Melody Ranch would like to provide to the Hearing Examiner related to these topics.

The Hearing Examiner therefore **ORDERS** as follows:

A. By **April 21, 2026**, Melody Ranch shall file a Response to this Order, via PRCe360, which includes the information as set forth in Paragraph 5 of this Order.

¹ However, as discussed at the status conference, Melody Ranch should not include any personal identifiable information related to the account holders of the delinquent accounts.

B. By **April 28, 2026**, Commission Staff may file a Reply to Melody Ranch's Response, via PRCe360, if it finds any additional information would be helpful to provide to the Hearing Examiner on these topics.

C. The parties should be prepared to discuss the information filed into the record as a result of this order at the next status conference, which will be scheduled in a separate order.

ISSUED under the seal of the Commission at Santa Fe, New Mexico, this **13th** day of **April, 2026**.



NEW MEXICO PUBLIC REGULATION COMMISSION

A handwritten signature in black ink, appearing to be "PS", written over a horizontal line.

Patrick Schaefer
Hearing Examiner