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NMPRC staff actively working with Melody Ranch Water Company LLC, other stakeholders to restore service for customers

SANTA FE – The New Mexico Public Regulation Commission (NMPRC) has been working around the clock to help restore water service to customers affected by the service disruption at Melody Ranch Water Company LLC (MRWC). Ensuring that public utilities provide safe and reliable access to water remains a top priority for the NMPRC, and a team from the agency's Legal and Utility divisions has been working with MRWC, other state and local agencies, and community residents daily to find a safe and reliable long-term solution for service to be permanently restored.

In June, the NMPRC began receiving complaints that MRWC, which serves a community between Edgewood and Moriarty, was not supplying water to residents and that there was no communication from the utility as to when the situation would be resolved. NMPRC staff then notified MRWC of their legal obligation to provide reliable water service to the community. At that time, NMPRC staff also initiated further investigation through a site visit which confirmed the failure of the utility's infrastructure. The NMPRC is collaborating with the community, the utility, and other agencies to secure both immediate and long-term reliable water service.

To date, the following key actions have been taken:

- **Status Updates:** Weekly status conferences are held by the Commission on Mondays, with the express purpose of providing public updates on service restoration efforts and facilitating discussion with customers and other stakeholders. These proceedings are livestreamed and can be viewed on the Commission's [YouTube channel](#).
- **Written Reports:** On Thursdays following each conference, NMPRC staff issue a report on the progress of water service restoration, the outlook for future service, discussions with potential partners, and other relevant developments. These updates can be found on the [NMPRC website](#).

- **Interim water supply:** Mobile water tankers have been intermittently dispatched to supply water to residents, though not nearly enough to match the needs of the community, and bottled water is available from Torrance County Emergency Management, which can be reached at 505-544-4727.
- **Stakeholder coordination:** The NMPRC is closely coordinating with other state agencies and is in contact with other stakeholders to facilitate communication and assist in finding interim and long-term solutions.

“We recognize how disruptive and distressing this situation is,” said Cholla Khoury, Chief of Staff for the NMPRC. “We are working every day to find a permanent solution for the community and continue to work with other agencies to come up with immediate solutions in the meantime.”

Last month, MRWC submitted a letter of intent to transfer, at no cost, all assets to EMWT Regional Water Association. Any potential transfer would require the approval of the Commission.

Anyone wishing to provide public comment on this matter may do so during the Commission’s open meetings, by signing up at public.comment@prc.nm.gov or calling 505-490-7910. Written comments should reference case no. 25-00054-UT and may be sent to prc.records@prc.nm.gov or Commission Records Management Bureau, P.O. Box 1269, Santa Fe, NM 87504.

The New Mexico Public Regulation Commission (NMPRC) serves New Mexico by ensuring safe operations and reliable utility services at fair, just, and reasonable rates consistent with the State’s legal, economic, environmental, and social policies. To learn more about the work of the NMPRC, please visit www.prc.nm.gov.

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