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25-00054-UT - 2025.12.31 - Staff - REPLACEMENT - Status Report

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

**Date** Wed 12/31/2025 10:49 AM

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

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 1 attachment (519 KB)

25-00054-UT - 2025.12.31 - Staff - Status Report, Exhibit + COS.pdf;

Attached is the **REPLACEMENT - Status Report** in Case No. 25-00054-UT, electronically filed today. Exhibit A was inadvertently left out of the original filing.

Thank you!

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 )**  
\_\_\_\_\_)

**Docket No. 25-00054-UT**

**STATUS REPORT**

The Utility Division Staff (“Staff”) of the New Mexico Public Regulation Commission (the “Commission”) provides this status report as directed by the December 9, 2025, Order Setting Status Conference Schedule and Report Deadlines. Staff respectfully submits the following:

- (1) As noted by Staff during the December 31, 2025, status conference, at this time the water hauling regime funded by the state remains fully operational, and it appears that water is being provided to Melody Ranch customers without interruption.
- (2) Staff understands that EMWT Regional Water Association is continuing its efforts to establish and realize a permanent solution, with cooperation and support from the New Mexico Environment Department (“NMED”). Staff is monitoring these efforts and stands ready to assist as needed in the realization of the shared goal of the permanent restoration of water service to the Melody Ranch community.
- (3) NMED provided Staff and Melody Ranch a written water quality update on December 22, 2025.<sup>1</sup> In relevant part, that update explained that water quality testing performed in November showed no water quality concerns but, “because the system is currently relying on hauled water and conditions can change, Melody Ranch remains under a precautionary boil water advisory.”

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<sup>1</sup> This update, received via email, is attached as Exhibit A.

(4) On December 29, 2025, Staff was copied on a string of emails from residents at Melody Ranch expressing concerns about water chlorination levels.<sup>2</sup> One resident in particular stated, “The water coming from my faucet has been closer to bleach than water for the last several weeks.” This was the first time Staff was made aware of a potential issue regarding chlorination of the water. It should be noted that NMED’s December 22, 2025, water quality update noted that, in November, “[c]hlorine levels were checked 18 times at different locations and stayed within safe ranges.”

(5) In response to these emails expressing concern about water chlorination levels, Staff immediately reached out to the New Mexico Environment Department to make it aware of the concern and seek additional information. NMED stated that, based on the information it has available, it appears that chlorination levels over the holidays were elevated but still lower than the federal limit. That said, chlorination levels should return to normal shortly, if not already.

Dated this 31<sup>st</sup> day of December, 2025.

Respectfully submitted,

/s/ John Bogatko

John Bogatko, NMPRC Legal Division  
John Kreienkamp, NMPRC Legal Division  
New Mexico Public Regulation Commission  
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<sup>2</sup> The hearing examiner also appears to have been copied on these emails.



# New Mexico Environment Department

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## Drinking Water Bureau

### Melody Ranch Water System – What You Need to Know

#### November Water Quality Update

##### What's happening

Melody Ranch is currently receiving hauled drinking water through emergency assistance made available under [Governor's Executive Order 2025-373](#). This order authorizes the New Mexico Department of Homeland Security and Emergency Management (DHSEM) to provide emergency funding for temporary actions needed to supply water to residents and directs the New Mexico Environment Department (NMED) to support water quality monitoring and oversight during the emergency period.

##### Is the water safe to drink?

Water testing completed in November showed no water quality concerns and met drinking water standards. However, because the system is currently relying on hauled water and conditions can change, Melody Ranch remains under a precautionary boil water advisory. Residents should continue to follow the boil advisory until it is officially lifted.

##### Who is checking the water?

The New Mexico Rural Water Association (NMRWA) is monitoring the system under contract with the NMED. This provides an extra layer of independent oversight in addition to Melody Ranch's certified water operator.

##### What was done in November

- NMRWA staff visited the system six times to check operations and water quality
- Three additional water samples were collected and tested for bacteria
- All samples were clear of harmful bacteria
- The required monthly compliance sample collected on November 16 was also clear
- Chlorine levels were checked 18 times at different locations and stayed within safe ranges
- No visible water quality issues were observed during site visits

##### Recent system issue

In early December, a booster pump issue occurred at the Melody Ranch system. After notification from the Public Regulation Commission (PRC), the Drinking Water Bureau (DWB) immediately dispatched the New Mexico Rural Water Association (NMRWA) under an existing contract to assess and assist. NMRWA confirmed the issue was limited to the booster pump, not the well, and completed repairs the next day. System pressures remained within an acceptable range during the repair, and the pump has been returned to service.

##### How is the water being treated?

The drinking water is supplied by the Entranosa Water system in Bernalillo County, where it is disinfected before delivery. The water is then hauled to Melody Ranch by East Mountain Water Hauling, a certified water hauling company regulated by the NMED Compliance & Enforcement Division (NMED CED).

As part of their regulatory requirements, the water hauler is required to check chlorine levels before delivery. As an additional safeguard, NMRWA also checks chlorine levels after the water is delivered to the Melody Ranch system. Chlorine levels remained within safe limits throughout the month, indicating the water continues to be properly treated.

##### What happens next?

NMED will continue working with NMRWA, Melody Ranch, and other state partners to monitor the system while long-term solutions move forward. Updates will be provided as required by the Public Regulation Commission (PRC).

**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 *Status Report*, to the following:

<b>Echo and Melody Ranch Water Co.</b>	
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**DATED** December 31, 2025

**NEW MEXICO PUBLIC REGULATION COMMISSION**

*/s/ Peggy Martinez-Rael* (Electronically signed)

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Peggy Martinez-Rael, Paralegal