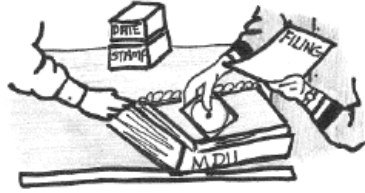




1. Utility identifies need to increase rates



2. Utility files application to increase rates with PRC



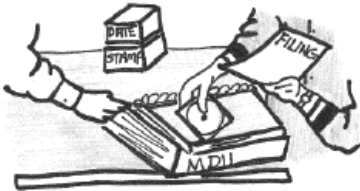
3. Commission notifies public of rate case filing



4. Commissioners and PRC staff review the utility's application and crunch numbers.



5. Commission issues notice of public hearing



6. Parties file discovery, responses and rebuttal testimony



7. PRC holds public hearing where witnesses are cross examined



8. Commissioners study evidentiary record.



9. Commission deliberates during public work session.



10. Commission issues final order



11. Utility adjusts rates to reflect the Commission's ruling



New Mexico Public Regulation Commission

"How The PRC Sets Rates"