
25-00054-UT- 2025.11.12- Staff's Status Report

From Ramirez, Elizabeth, PRC <Elizabeth.Ramirez@prc.nm.gov>

Date Wed 11/12/2025 3:44 PM

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

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 1 attachment (356 KB)

25-00054-UT - 2025.11.12 - Staff - Staff's Status Report.pdf;

Good afternoon,

Attached is **Staff's Status Report** for Case No. 25-00054-UT, electronically filed today.

Thank you,

Elizabeth Ramirez
Paralegal

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

STAFF’S STATUS REPORT

The Utility Division Staff (“Staff”) of the New Mexico Public Regulation Commission (the “Commission”) provides this status report summarizing recent developments regarding the Melody Ranch Water Company, LLC (“Melody Ranch”), water system breakdown and disruption of service. In an email dated November 7, 2025, counsel to the Commission requested “an update on the current status of water, water availability to Melody Ranch customers, communications with Melody Ranch customers, and any other relevant developments that would be shared by the parties during a typical status conference.”¹ Staff responds as follows:

Recent and Significant Developments

Following the issuance of a disaster declaration by the Torrance County Board of County Commissioners² and the subsequent declaration of an emergency by Lieutenant Governor Howie Morales (acting on behalf of the Governor),³ water hauling to facilitate interim provision of water service to the Melody Ranch community was authorized to begin on Friday, October 31, 2025. This represented, in Staff’s view, a significant and highly positive development in the public interest, offering crucial relief to the community and many vulnerable residents who had been without consistent access to water since approximately June 2025. Staff’s understanding is that

¹ This email was sent to the service list for this docket (including Melody Ranch).

² See Torrance County Resolution No. 2025-45 (Oct. 27, 2025).

³ See Executive Order No. 2025-373 (Oct. 28, 2025).

water hauling directly to the utility's storage tank is taking place during the work week but that it is unavailable on weekends.

Staff coordinated a virtual town hall on Wednesday, November 5, 2025, from 12:00 pm to 1:30 pm. The town hall was attended by a number of community residents as well as by a representative from Melody Ranch. During this event, Staff and Melody Ranch stressed the importance of water conservation, notwithstanding the new water hauling regime.

Staff also coordinated a technical conference on Thursday, November 6, 2025, to discuss the mechanics of water hauling. The technical conference was attended by Melody Ranch, the New Mexico Department of Homeland Security and Emergency Management ("DHSEM"), and the New Mexico Environment Department ("NMED").

Current Status of Water Service

The water hauling regime has provided the Melody Ranch community with a level of water availability that it has not seen for some time. One resident reported that, "[a]s of 4pm Monday November 3rd, the water has been on full time thanks to the Governor's Emergency Order." As of the date of this Status Report, Staff understands that the water hauling operation is ongoing and continuing to the benefit of the Melody Ranch community. Staff is monitoring and will continue to support the water hauling effort.

The Ultimate Restoration of Water Service

EMWT Regional Water Association continues with its efforts to establish and realize a permanent solution with the cooperation and support of NMED and Melody Ranch. Staff continues to monitor 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.

Developments with Potential Partners to Restore Service

Please see the “Recent and Significant Developments” section set forth above.

Conclusion (for the Moment)

The new water hauling regime, made possible by Torrance County Resolution No. 2025-45 and Executive Order 2025-373, represents an enormous step forward towards alleviating the emergency situation faced by the community in Melody Ranch. The significance of this development should not go unappreciated, nor should the considerable and ongoing efforts of DHSEM and NMED. That said, water hauling is a temporary rather than a permanent solution. Staff is therefore actively pursuing a permanent solution to the emergency and is working with other stakeholders towards that end.

Dated this 12th day of November, 2025.

Respectfully submitted,

/s/ John Bogatko

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John Kreienkamp, NMPRC Legal Division
New Mexico Public Regulation Commission
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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)
)

CERTIFICATE OF SERVICE

I CERTIFY that on this date I sent a true and correct copy of the *Staff's Status Report*, to the following:

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DATED November 12, 2025.

NEW MEXICO PUBLIC REGULATION COMMISSION

/s/ *Elizabeth Ramirez*, electronically signed

Elizabeth Ramirez, Paralegal