



PRCe360 Platform Public Comment Guide

NMPRC IT DEPARTMENT



Interim Working Rules

- ▶ Working rules that outline appropriate use of the PRCe360 platform for all users and other applicable parties.
- ▶ [Interim working rules can be found here](#)

Submit a Public Comment

HOW TO SUBMIT A PUBLIC COMMENT

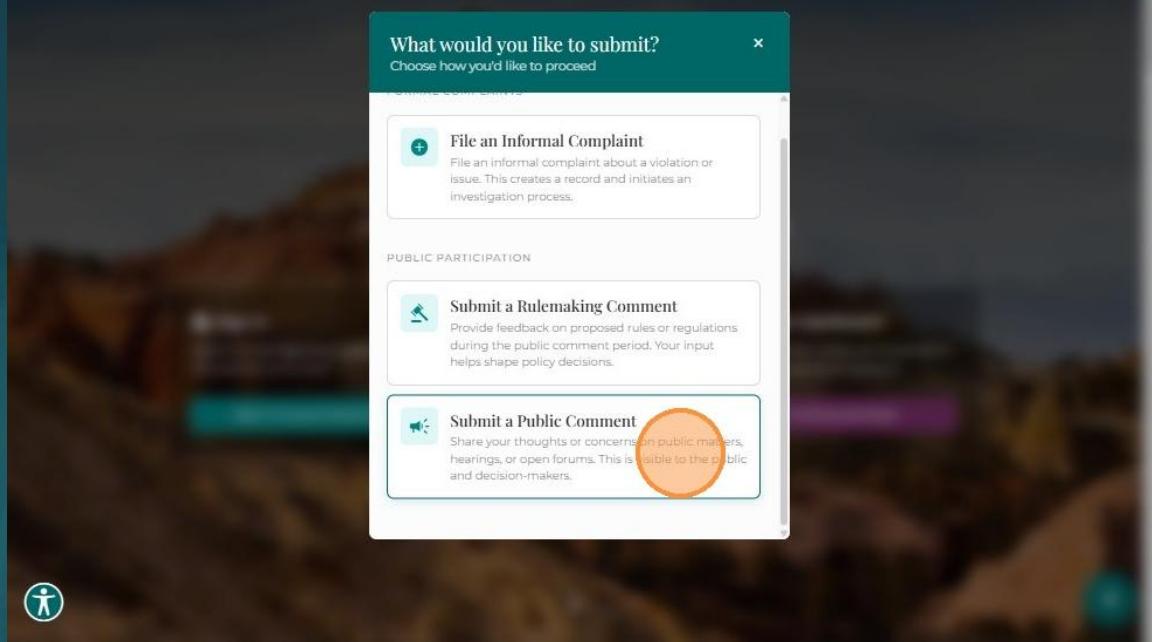


Create New Public Comment

- ▶ The **Create New Public Comment** feature allows users—both registered and unregistered—to submit comments related to active Dockets, companies, or general topics.
- ▶ Public comments can be submitted in two ways:
 - ▶ From within a logged-in dashboard (Tier 1 and Tier 2 users)
 - ▶ Directly from the PRC public landing page (for external users without an account)



e-Filing & Case Management System



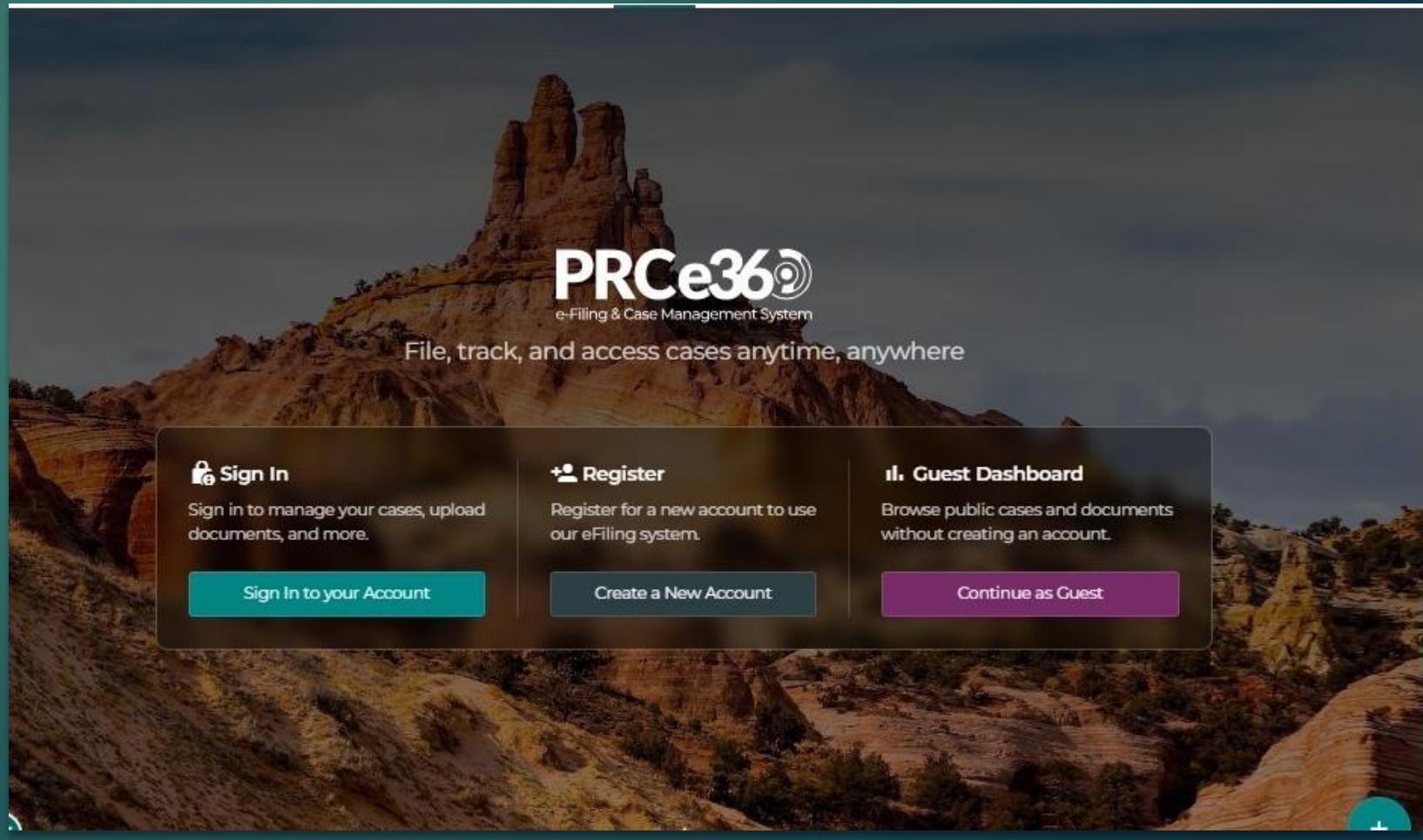
Submit Public Comment

HOW TO SUBMIT A PUBLIC
COMMENT WITHOUT REGISTERING A
PRCE360 ACCOUNT



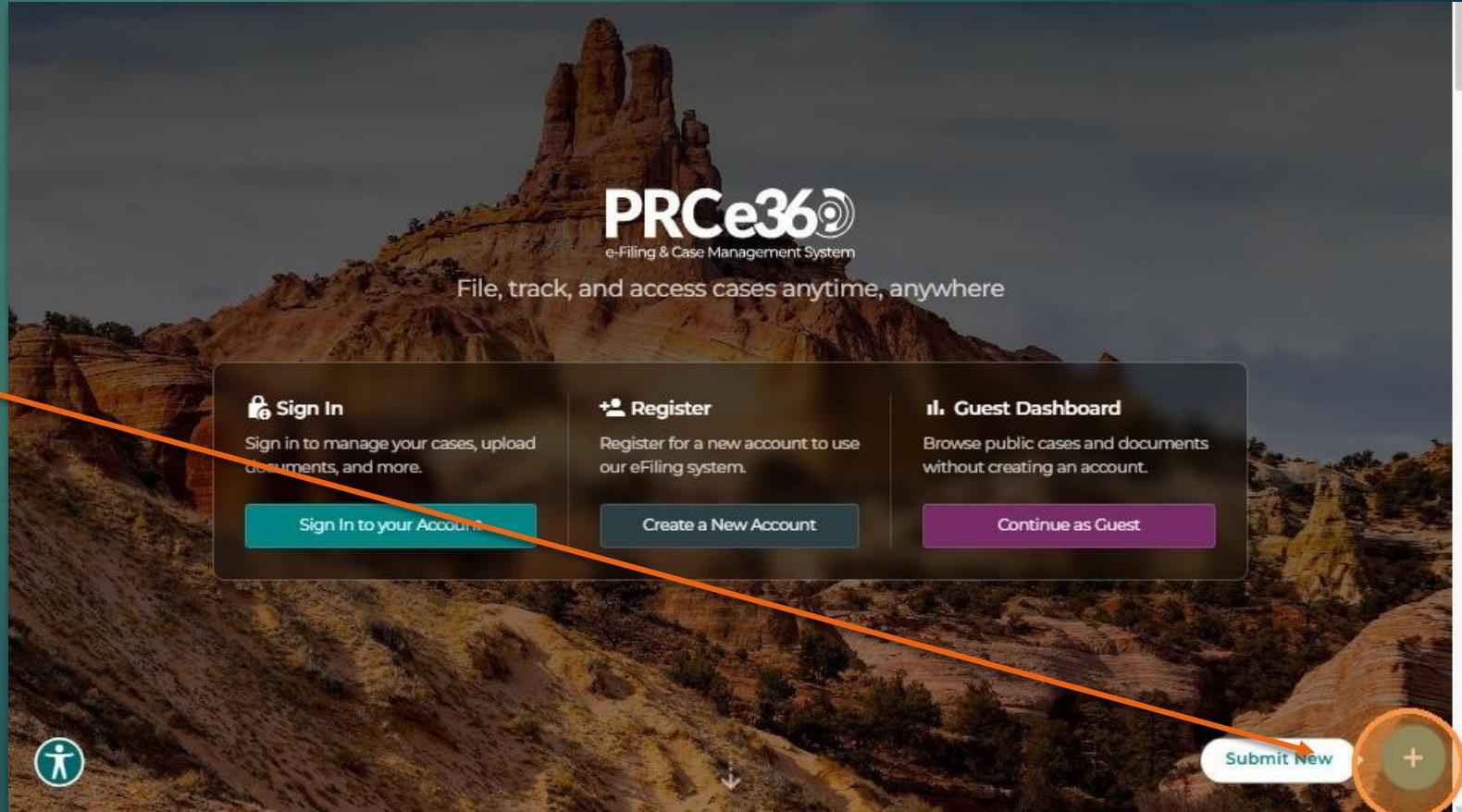
Submit a Public Comment Without User Registration (1/2)

- ▶ Navigate to the PRCe360 landing page
 - ▶ [PRCe360 Home Page](#)



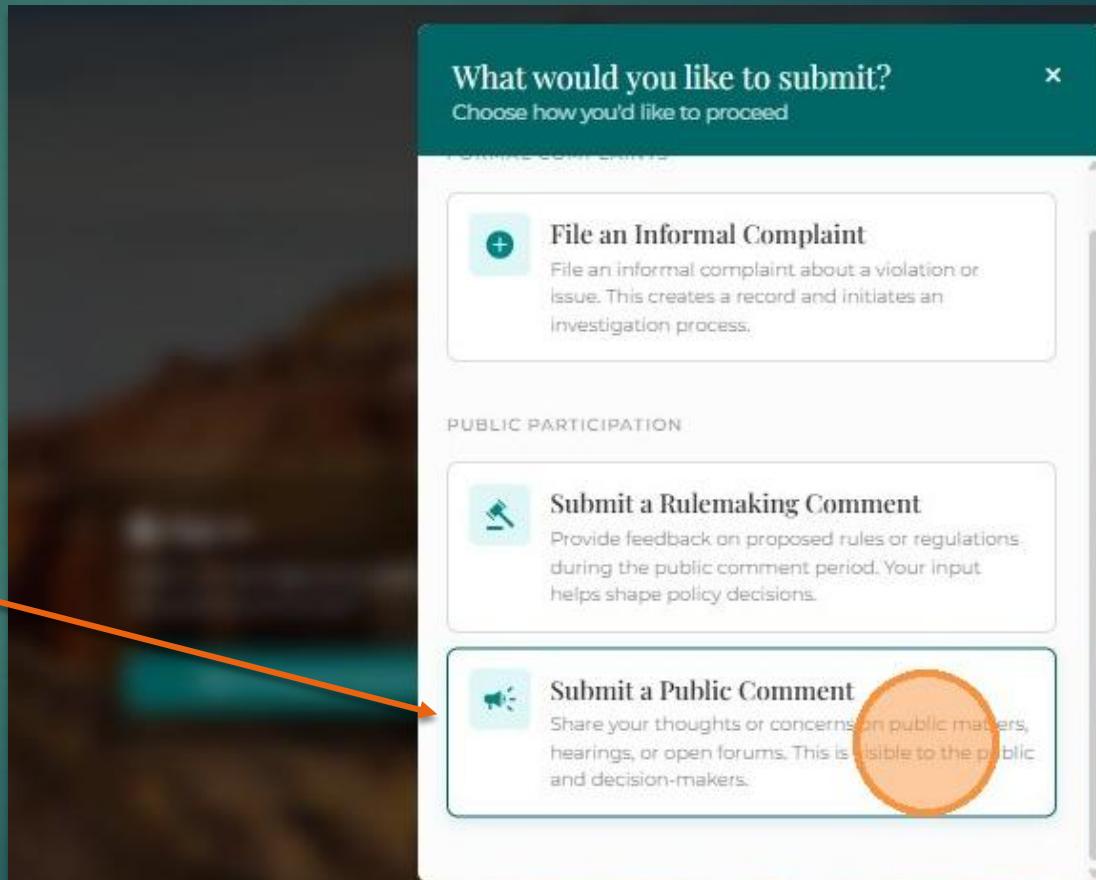
Submit a Public Comment Without User Registration (2/2)

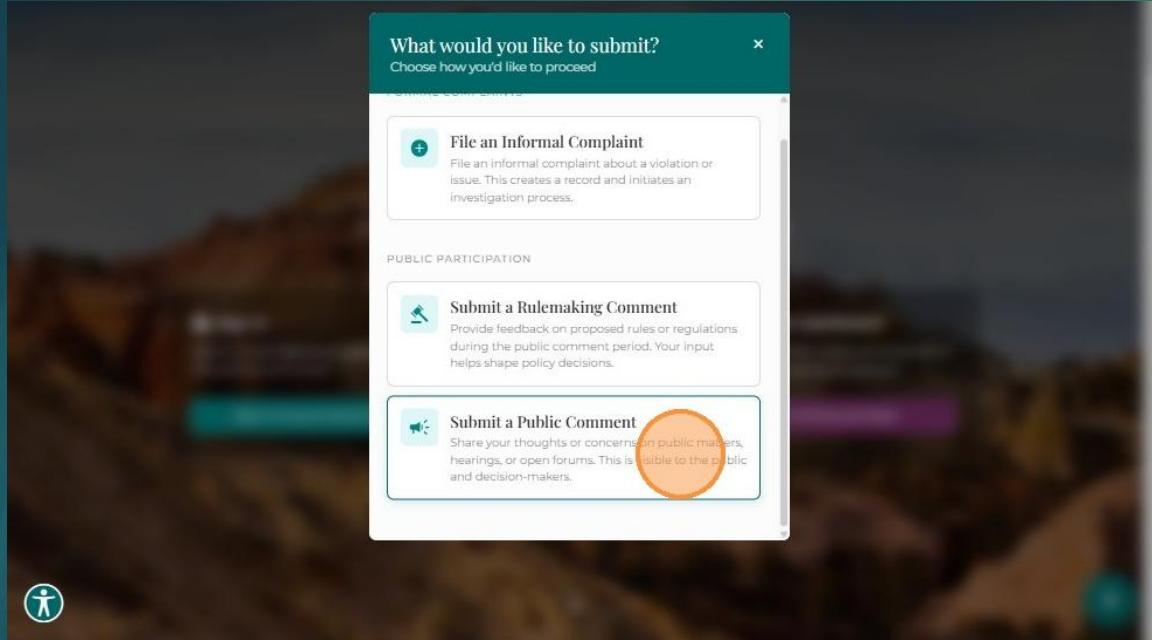
- ▶ From PRCe360 Landing Page
- ▶ Click “Submit New”



Submit a Public Comment

- ▶ Click “Submit a Public Comment”
- ▶ Complete the provided form





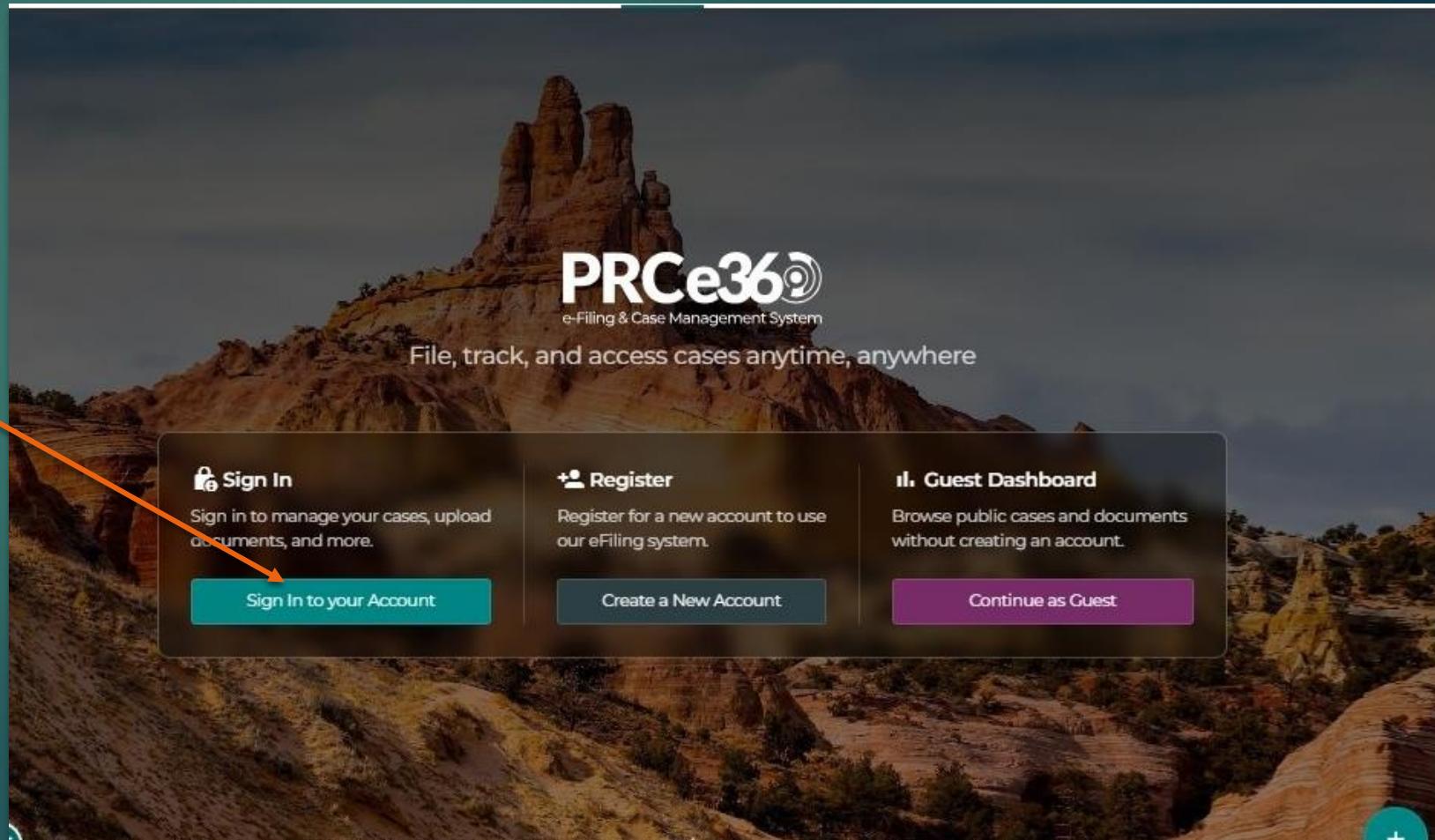
Submit Public Comment

HOW TO SUBMIT A PUBLIC
COMMENT WITH AN USER ACCOUNT



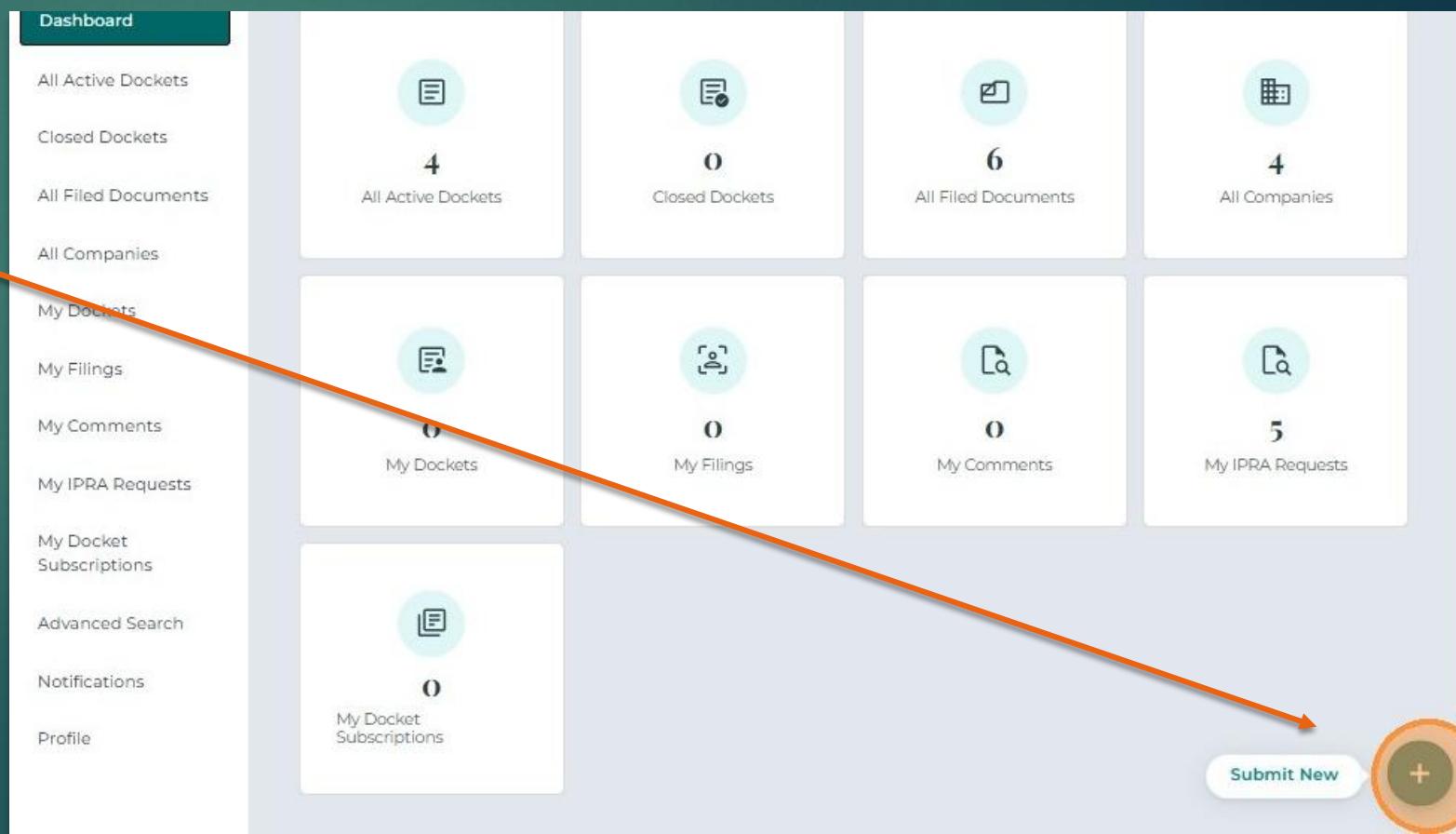
Submit a Public Comment With a registered Account

- ▶ Navigate to the PRCe360 landing page
 - ▶ [PRCe360 Home Page](#)
- ▶ Sign into user account



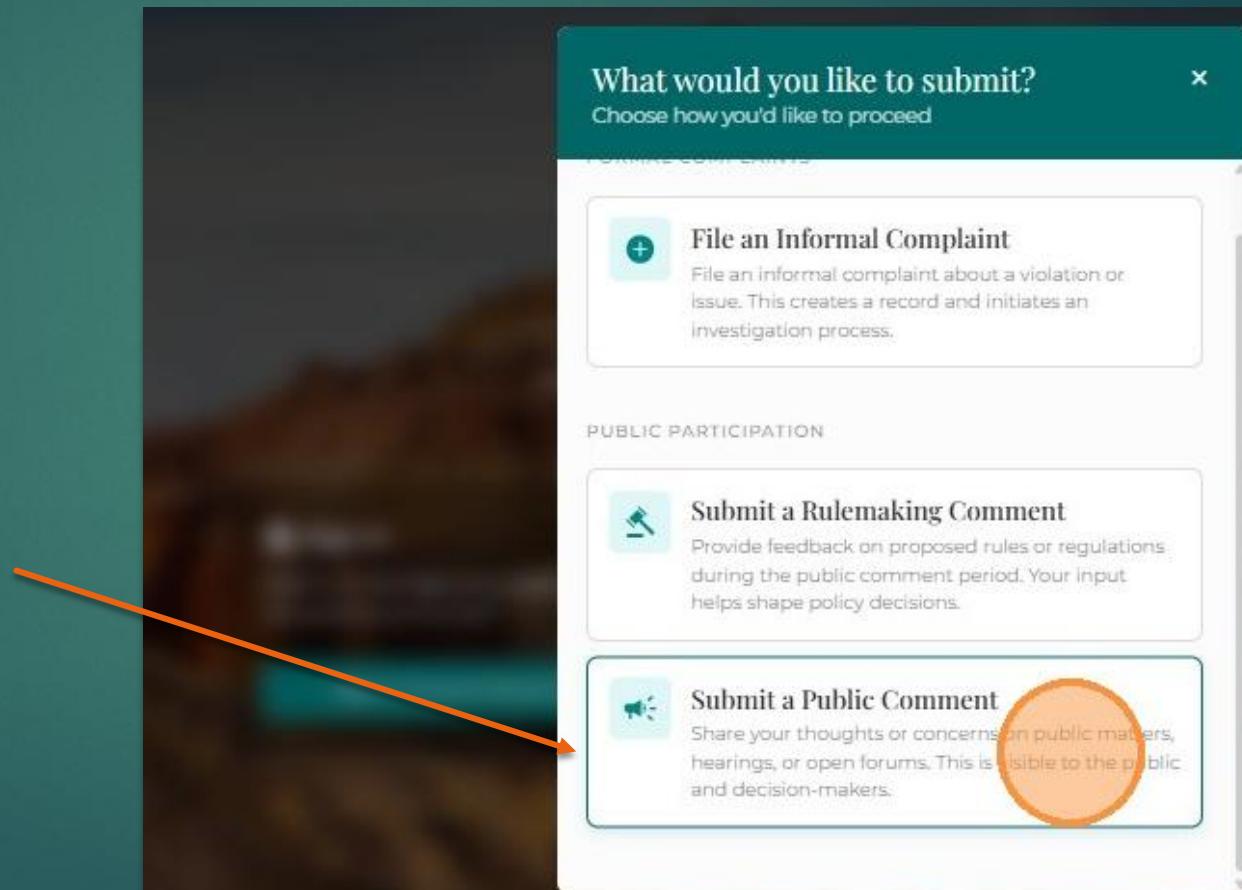
Submit a Public Comment From Dashboard

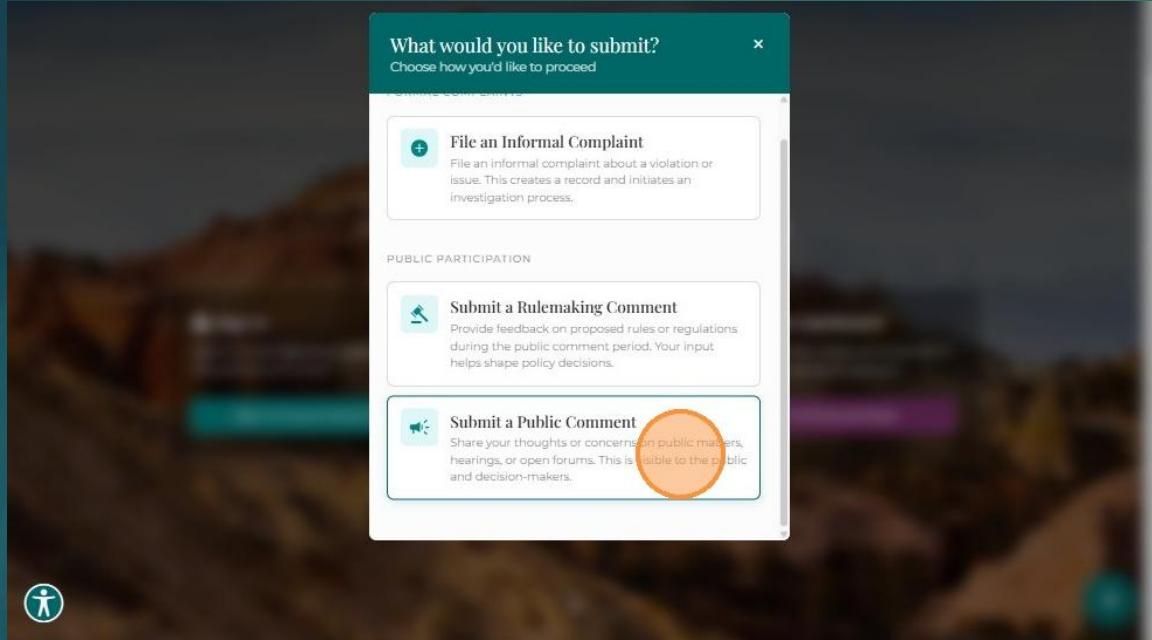
- ▶ Once signed into user account
- ▶ Click “Submit New” Button



Submit a Public Comment

- ▶ Click “Submit a Public Comment”





Completing the Public Comment Form

HOW TO COMPLETE PUBLIC COMMENT FORM



e-Filing & Case Management System

Create New Public Comment

Please fill out this form to create a new public comment. All Fields marked with * are required.

Note: This form is for submitting public comments only. It does not initiate a complaint for resolution. To file a complaint, please review the guidance on Informal or Formal Complaints.

Comment Details

Please select a comment category *

Docket Company Miscellaneous

Related Docket *

Type to search docket number

Commenter Type *

First Name Last Name Email

Are you a party to this docket? *

Submit a Public Comment

- ▶ **Please select a comment category***
Options include:
 - ▶ Docket
 - ▶ Company
 - ▶ Miscellaneous
- ▶ Depending on the selected category, the form dynamically displays relevant fields.



e-Filing & Case Management System

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Comment Details

Please select a comment category *

Docket Company Miscellaneous

Related Docket *

Type to search docket number

Commenter Type *

First Name Last Name Email

Are you a party to this docket? *

Submit a Public Comment Docket Category

- ▶ When you select **Docket** as the category, the following fields appear:
 - ▶ **Related Docket*** – Search-enabled dropdown to select the docket number.
 - ▶ **Commenter Type*** – Dropdown to specify type of commenter (Ratepayer, Utility, or Other Stakeholder).



e-Filing & Case Management System

Create New Public Comment

Please fill out this form to create a new public comment. All Fields marked with * are required.

Note: This form is for submitting public comments only. It does not initiate a complaint for resolution. To file a complaint, please review the [FAQ](#) section for guidance on Informal or Formal Complaints.

Comment Details

Please select a comment category *

Docket Company Miscellaneous

Related Company *

Type to search company

Commenter Type *

Contact Information

First Name

Last Name

Email

Submit a Public Comment **Company** Category

- ▶ When you select **Company** as the category, the following fields appear:
 - ▶ **Related Docket*** – Search-enabled dropdown to select the docket number.
 - ▶ **Commenter Type*** – Dropdown to specify type of commenter (Ratepayer, Utility, or Other Stakeholder).



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Create New Public Comment

Please fill out this form to create a new public comment. All Fields marked with * are required.

Note: This form is for submitting public comments only. It does not initiate a complaint for resolution. To file a complaint, please review the [FAQ](#) section for guidance on Informal or Formal Complaints.

Comment Details

Please select a comment category *

Docket Company Miscellaneous

Related Company *

Type to search company

Commenter Type *

Contact Information

First Name

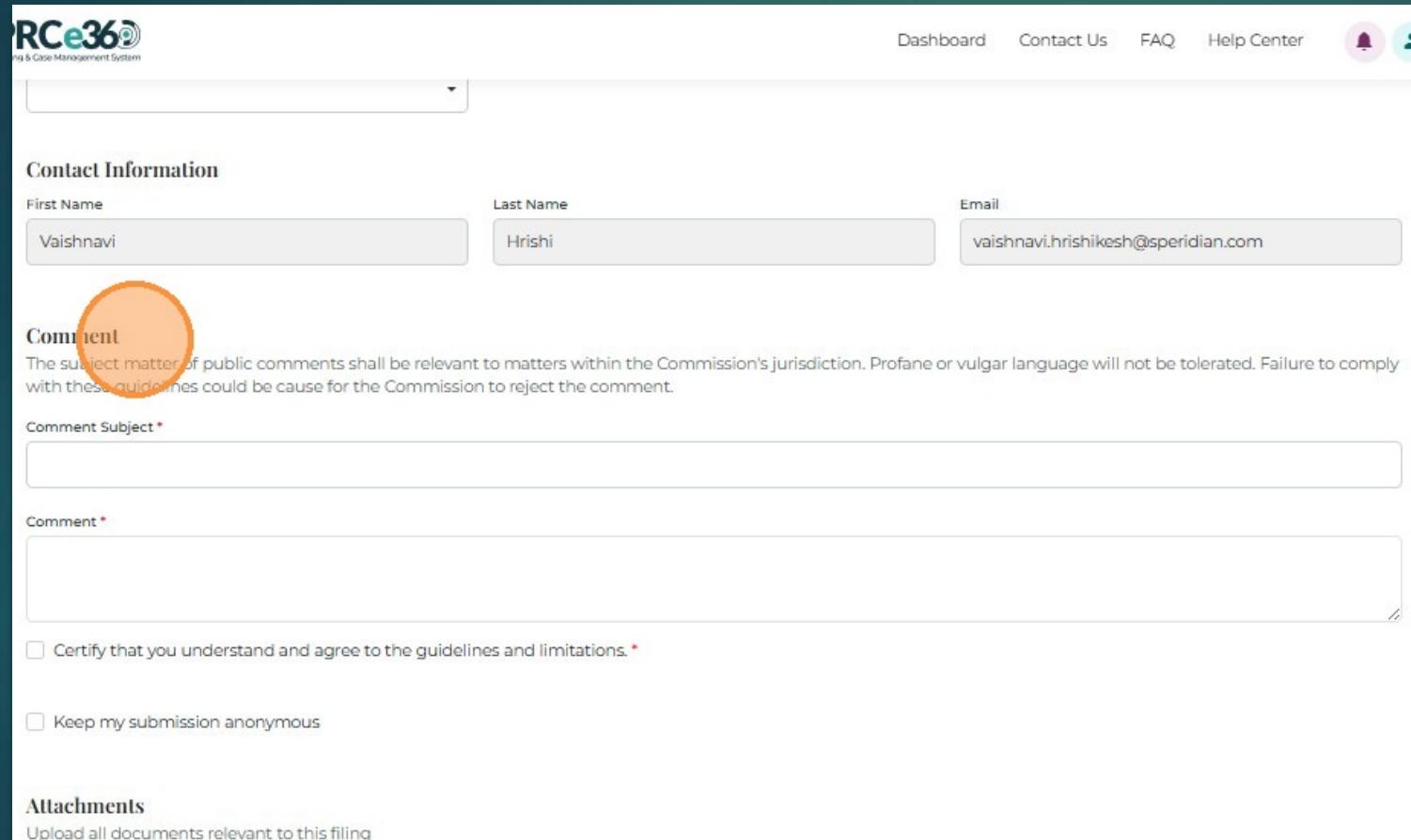
Last Name

Email

Submit a Public Comment **Miscellaneous** Category

- ▶ When you select **Miscellaneous** as the category:
 - ▶ **Commenter Type*** – Dropdown to specify commenter classification.





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Dashboard Contact Us FAQ Help Center

Contact Information

First Name: Vaishnavi Last Name: Hrishi Email: vaishnavi.hrishikesh@isperidian.com

Comment
The subject matter of public comments shall be relevant to matters within the Commission's jurisdiction. Profane or vulgar language will not be tolerated. Failure to comply with these guidelines could be cause for the Commission to reject the comment.

Comment Subject*

Comment*

Certify that you understand and agree to the guidelines and limitations.*

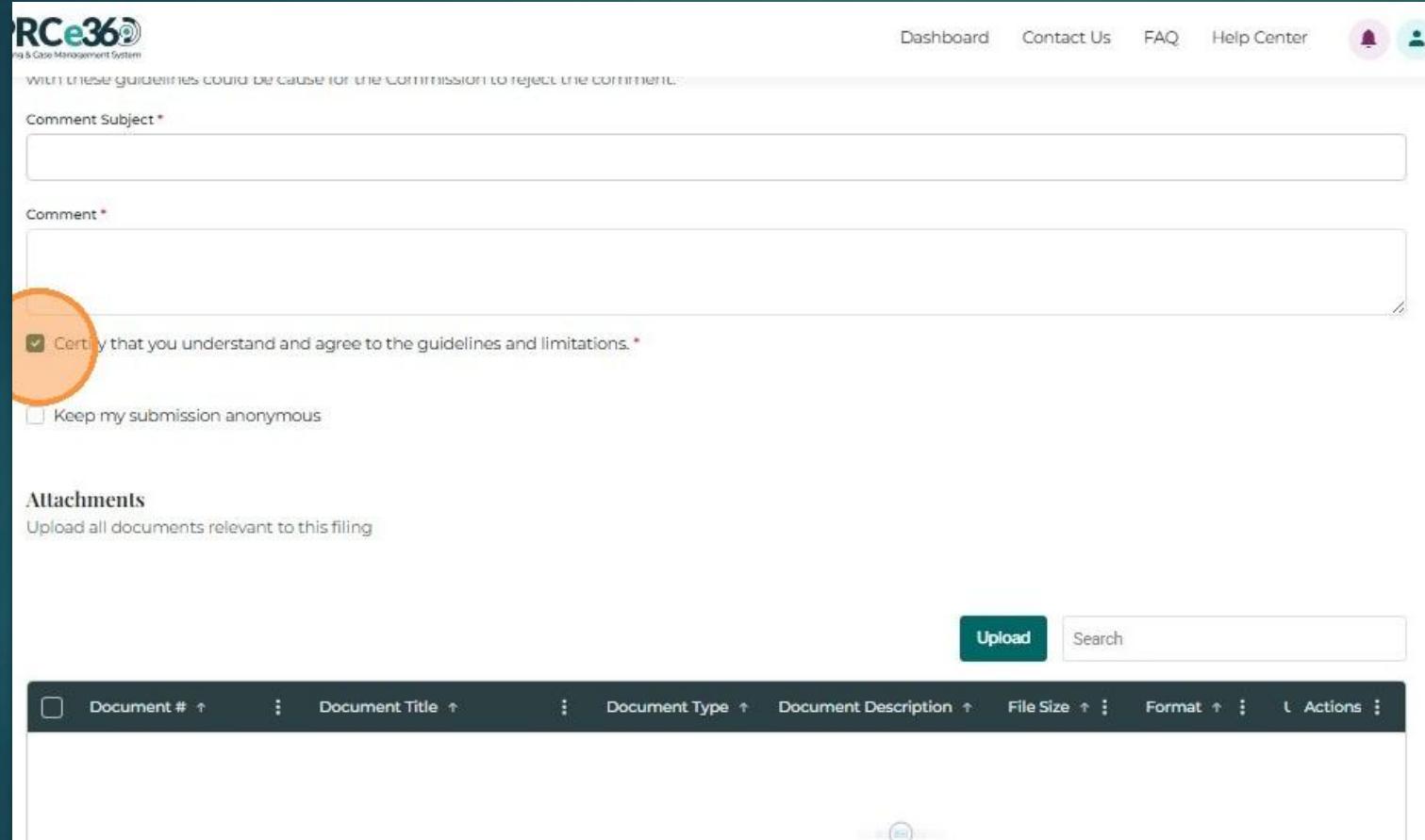
Keep my submission anonymous

Attachments
Upload all documents relevant to this filing

Comment Section

- ▶ Enter the following:
 - ▶ **Comment Subject*** – Brief summary or title for the comment.
 - ▶ **Comment*** – Full text of the comment.





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Filing & Case Management System

WITH THESE GUIDELINES COULD BE CAUSE FOR THE COMMISSION TO REJECT THE COMMENT.

Comment Subject *

Comment *

Certify that you understand and agree to the guidelines and limitations.*

Keep my submission anonymous

Attachments

Upload all documents relevant to this filing

Upload

<input type="checkbox"/>	Document #	Document Title	Document Type	Document Description	File Size	Format	Actions
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Certification and Privacy Options

- ▶ **Certify that you understand and agree to the guidelines and limitations*** – Required before submission.
- ▶ **Keep my submission anonymous** – Optional checkbox for anonymous posting.



For a more in-depth information for completing
the public comment form please see the [Submit
a Public Comment User Guide](#)

Public Comment Best Practices

Comment Best Practices

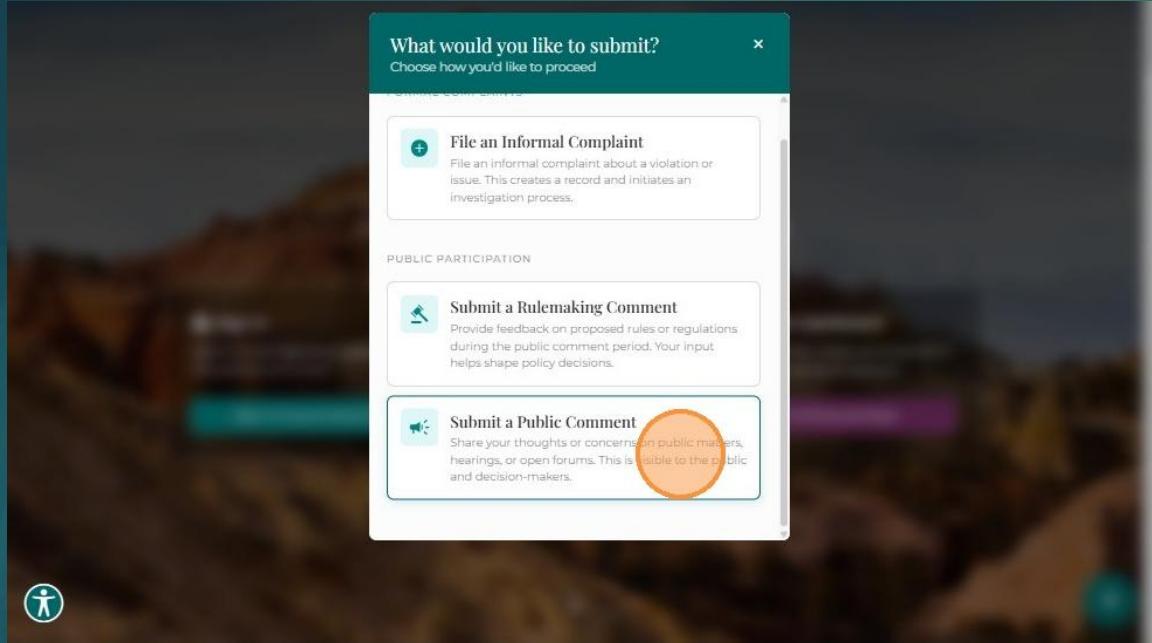
Good Comment:

-  Clear, specific subject line
-  Well-organized text with paragraphs
-  References specific docket numbers or issues
-  Provides supporting reasoning or data
-  Professional and respectful tone

Poor Comment:

-  Single paragraph with no structure
-  Vague subject like "Comment" or "My opinion"
-  Emotional language without substance
-  No reference to specific docket or issue
-  Inappropriate or offensive language





Example Use Case

EXAMPLE PUBLIC COMMENT
SCENARIO



Example Scenario

Maria is a concerned citizen who wants to comment on a proposed utility rate increase.

She has strong opinions about how the rate increase would affect low-income families in her community.

She wants to submit a public comment to make her voice heard.



What Maria Needs



The docket number for the rate case (she found it by searching the portal)



Her comment text explaining her concerns



Her contact information



Optional: Supporting data or research



What Happens Next:

Maria visits the NMPRC portal (no registration needed for public comments)

She fills out the form:
•Selects the docket number from the rate case
•Writes her comment about the impact on low-income families
•Provides her name and email

She submits and receives a confirmation

PRC staff reviews all comments as part of the rate case process



She clicks "Submit New" → "Submit Public Comment"



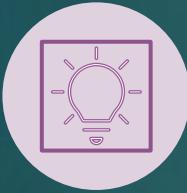
She optionally uploads supporting documents (research, data)



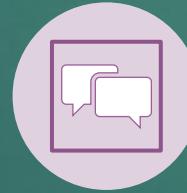
Her comment becomes part of the public record



Public Comments Information



You can submit public comments without registering, but registering allows you to track your comments and receive updates.



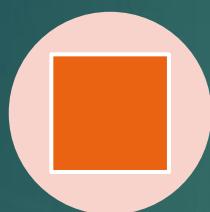
All submitted public comments become part of the public record



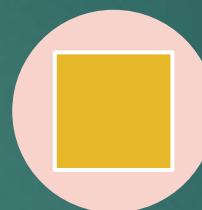
All supporting documentation that gets uploaded becomes part of the public record



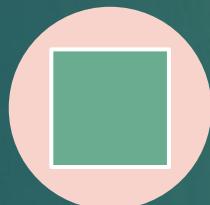
Before submitting, review all the information you've entered to ensure:



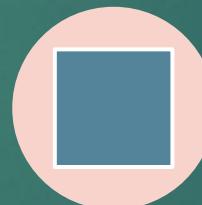
Comment category is selected



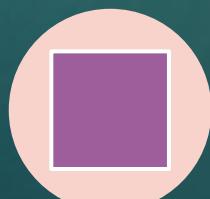
All required fields are completed



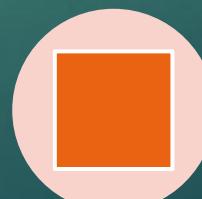
Contact information is accurate



Comment text is complete



Certification checkbox is checked



Supporting documents are uploaded (if any)



All Dockets



NEW MEXICO

**PUBLIC REGULATION
COMMISSION**



66

All Filed Documents



22

Closed Dockets



122

All Filed Documents



26

All Companies

All Companies

My Dockets

My Filings

My IPRA Requests

My Case Subscriptions

Advanced Search

Notifications **ADDITIONAL RESOURCES**

Profile



Troubleshooting

- ▶ [Troubleshooting guide](#)

PRCe360 User Guides

- ▶ [PRCe360 Public Portal User Guide](#)



Contact for Additional Support

- ▶ **Email:** portal-support@prc.nm.gov
- ▶ **Phone:** (505) 827-6940
- ▶ **Hours:** Monday - Friday, 8:00 AM - 5:00 PM Mountain Time

- ▶ **When contacting support, please provide:**
- ▶ Your name and email address
- ▶ Description of the issue
- ▶ Confirmation number (if applicable)
- ▶ Screenshots (if possible)
- ▶ Browser and operating system information





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Questions?

EMAIL: PORTAL-SUPPORT@PRC.NM.GOV