

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](#)



NEW MEXICO
**PUBLIC REGULATION
COMMISSION**

Submit a Public Comment

HOW TO SUBMIT A PUBLIC COMMENT

What would you like to submit?

Choose how you'd like to proceed



File an Informal Complaint

File an informal complaint about a violation of
rule. This creates a record and initiates an
investigation process.

PUBLIC PARTICIPATION



Submit a Rulemaking Comment

Provide feedback on proposed rules or regulations
during the public comment period. Your input
helps shape policy decisions.



Submit a Public Comment

Share your thoughts or concerns on public matters.
Participate in open forums. This is open to the public.

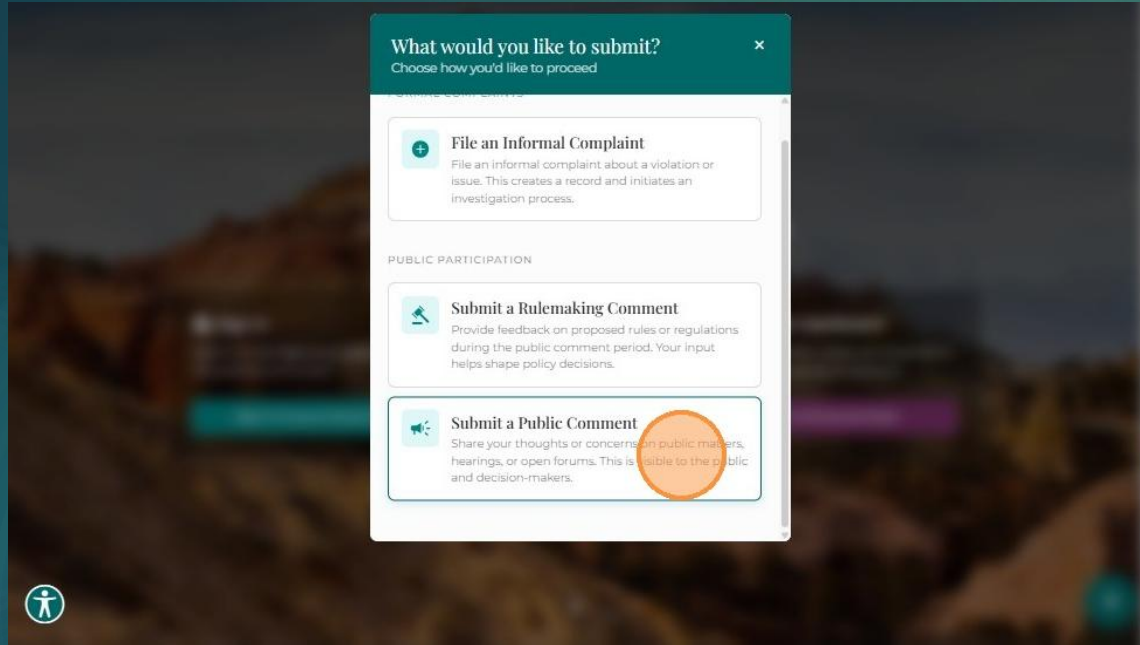


Create New Public Comment

- ▶ 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



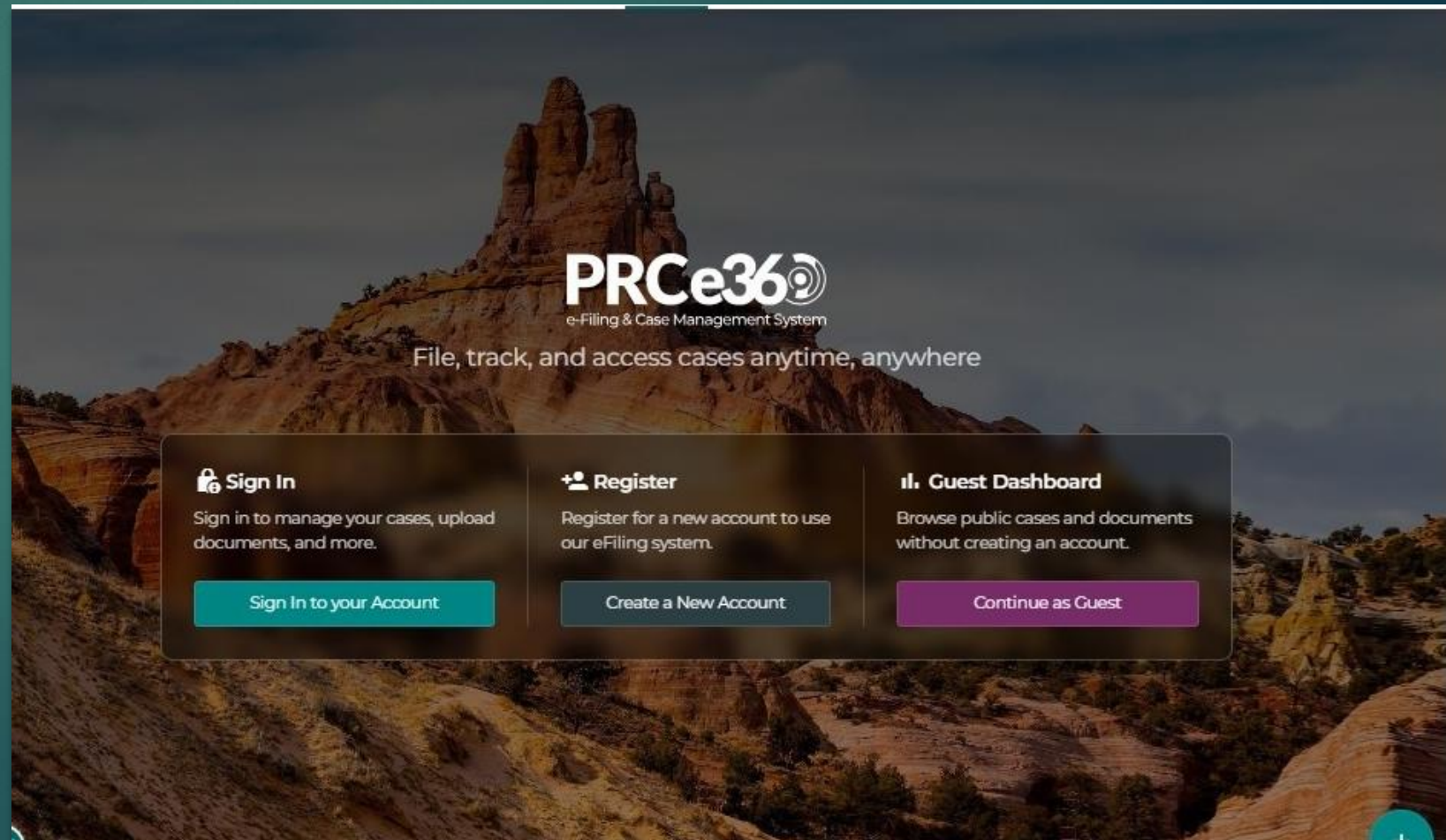
Submit Public Comment

HOW TO SUBMIT A PUBLIC
COMMENT WITHOUT REGISTERING A
PRCE360 ACCOUNT



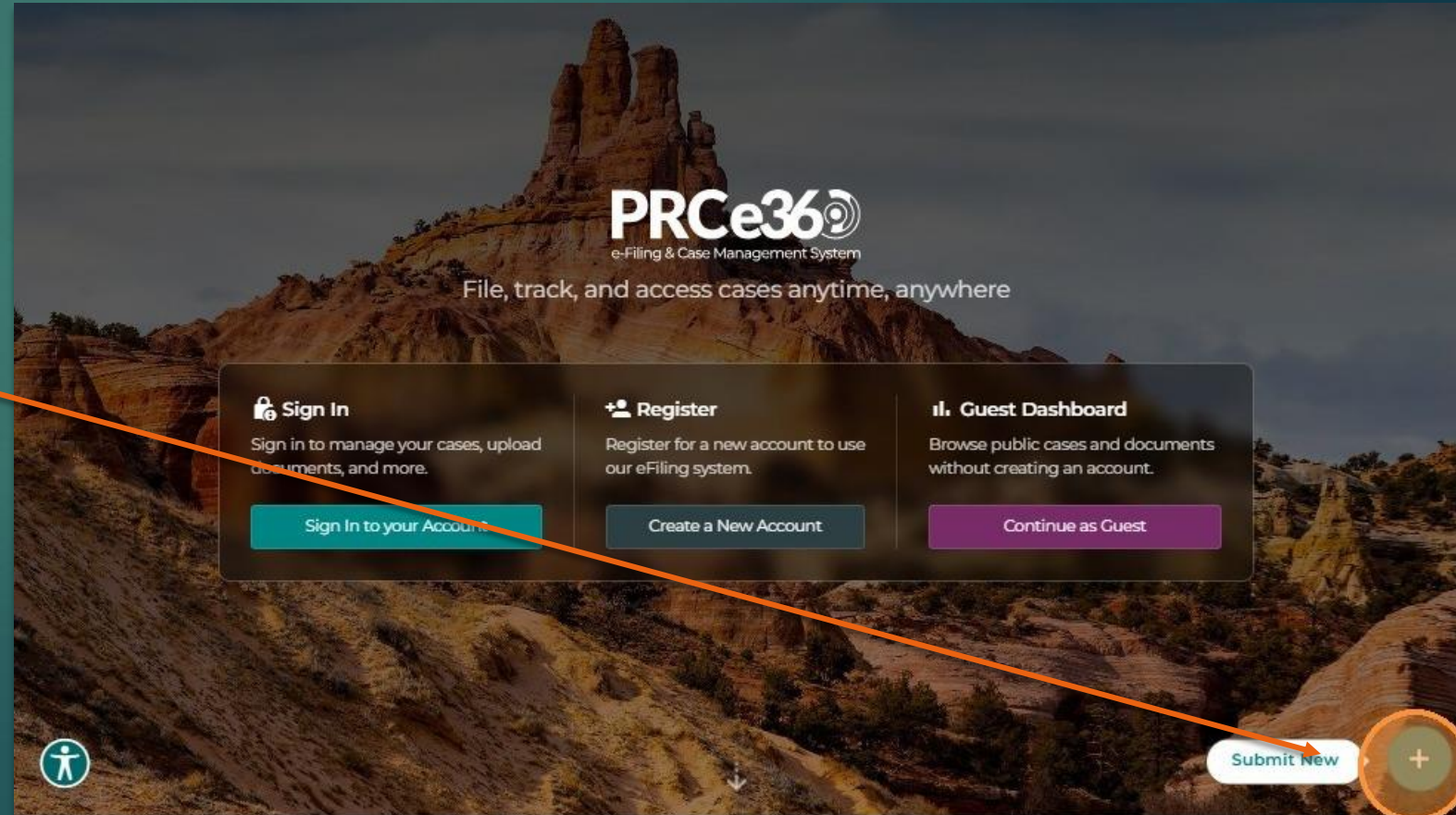
Submit a Public Comment Without User Registration (1/2)

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



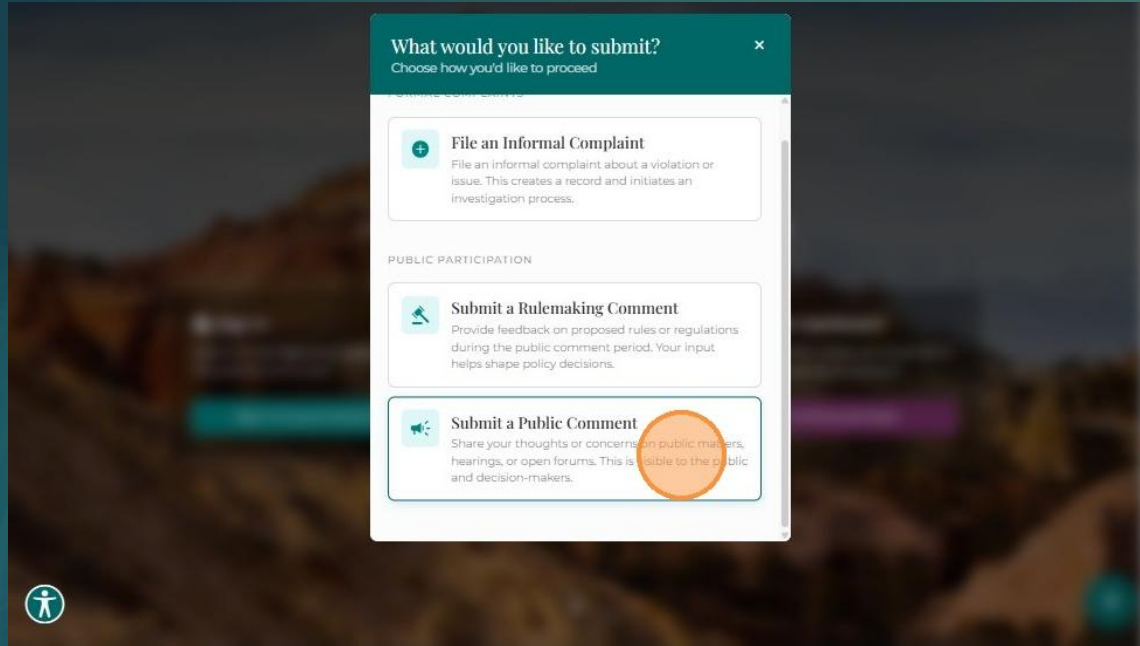
Submit a Public Comment Without User Registration (2/2)

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



Submit a Public Comment

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



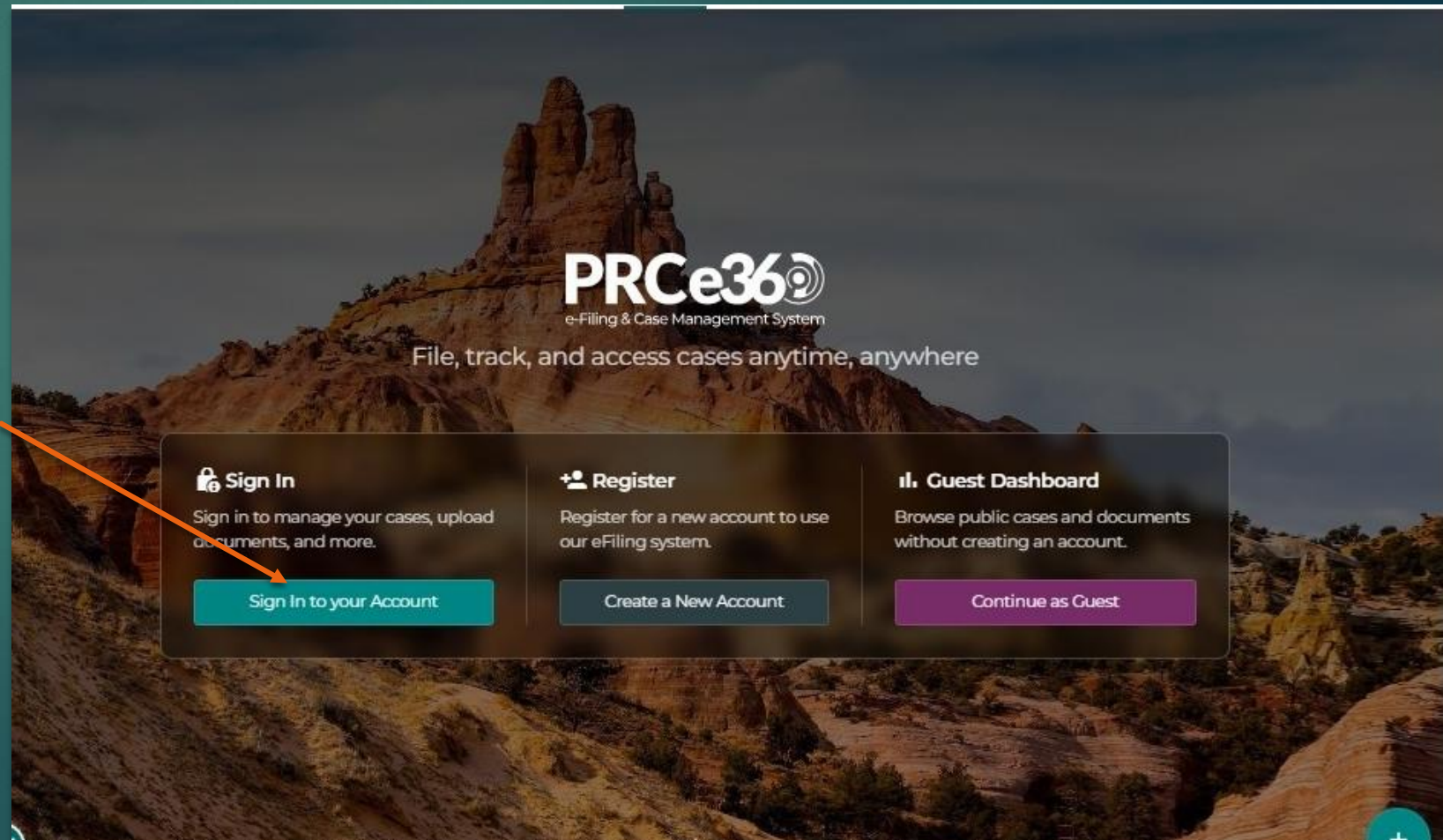
Submit Public Comment

HOW TO SUBMIT A PUBLIC
COMMENT WITH AN USER ACCOUNT



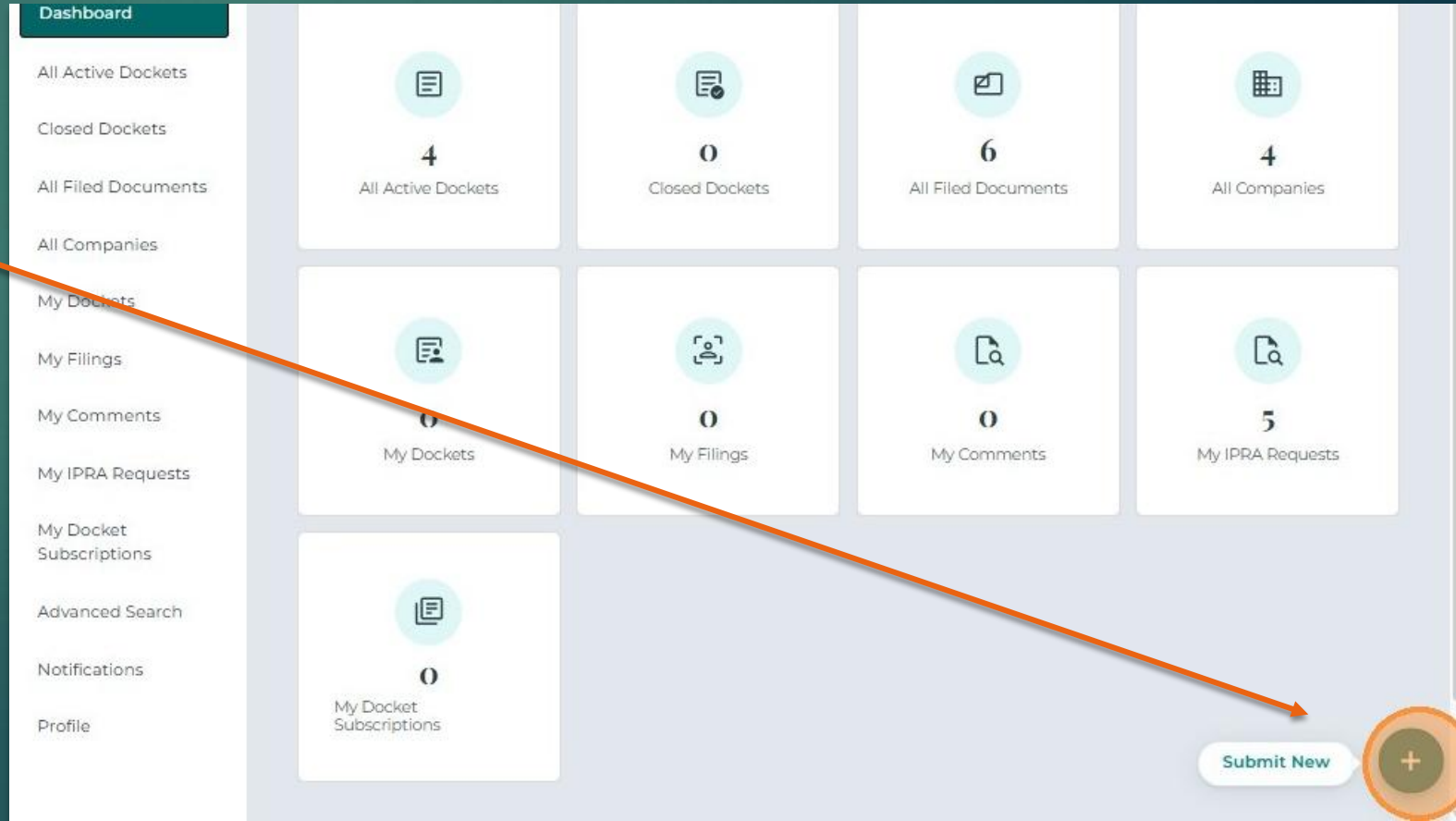
Submit a Public Comment With a registered Account

- ▶ 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



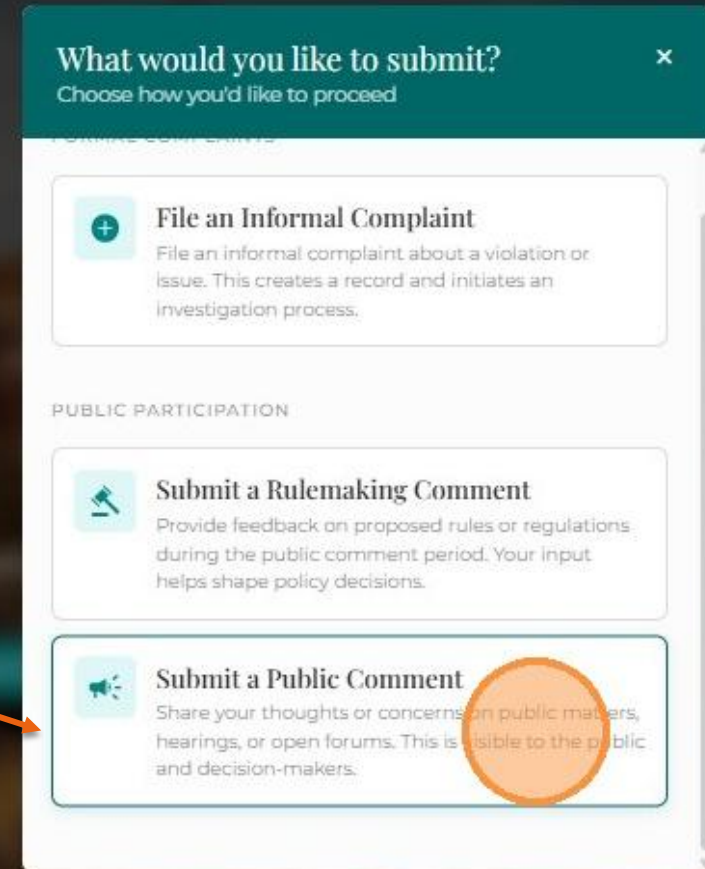
The dashboard displays a sidebar menu on the left with the following items: All Active Dockets, Closed Dockets, All Filed Documents, All Companies, My Dockets, My Filings, My Comments, My IPRA Requests, My Docket Subscriptions, Advanced Search, Notifications, and Profile. The main content area features a grid of cards showing counts for each category: All Active Dockets (4), Closed Dockets (0), All Filed Documents (6), All Companies (4), My Dockets (0), My Filings (0), My Comments (0), My IPRA Requests (5), and My Docket Subscriptions (0). An orange arrow points from the 'Submit New' button in the bottom right corner to the 'My Comments' card.

Category	Count
All Active Dockets	4
Closed Dockets	0
All Filed Documents	6
All Companies	4
My Dockets	0
My Filings	0
My Comments	0
My IPRA Requests	5
My Docket Subscriptions	0

Submit New

Submit a Public Comment

- ▶ Click “Submit a Public Comment”



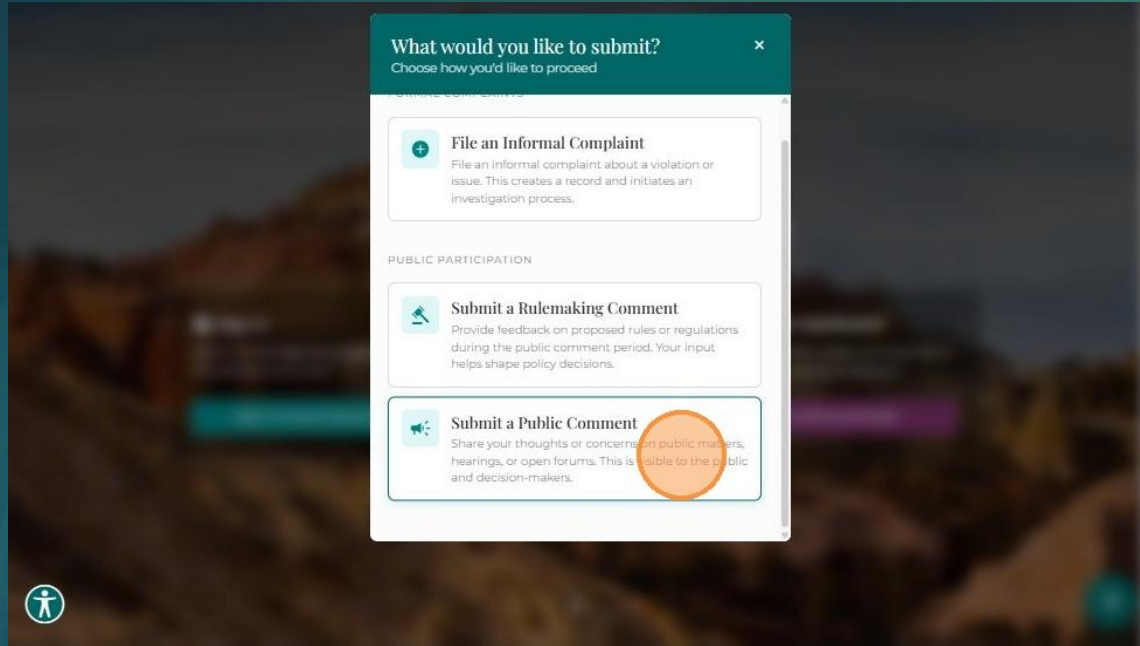
What would you like to submit? ×
Choose how you'd like to proceed

File an Informal Complaint
File an informal complaint about a violation or issue. This creates a record and initiates an investigation process.

PUBLIC PARTICIPATION

Submit a Rulemaking Comment
Provide feedback on proposed rules or regulations during the public comment period. Your input helps shape policy decisions.

Submit a Public Comment
Share your thoughts or concerns on public matters, hearings, or open forums. This is visible to the public and decision-makers.



Completing the Public Comment Form

HOW TO COMPLETE PUBLIC
COMMENT FORM



eFiling & 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 x

Commenter Type *

Contact Information

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.



eFiling & Case Management System

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Comment Details

Please select a comment category *

☒ Docket ☐ Company ☐ Miscellaneous

Related Docket *

Type to search docket number x ▾

Commenter Type *

▾

Contact Information

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.

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Comment Details

Please select a comment category *

☐ Docket ☒ **Company** ☐ Miscellaneous

Related Company *

Type to search company x

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).



e-Filing & Case Management System

Create New Public Comment

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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 x

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.



RCE360
Reg & Case Management System

Dashboard Contact Us FAQ Help Center

Contact Information

First Name: Vaishnavi Last Name: Hrishi Email: vaishnavi.hrishikesh@speridian.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

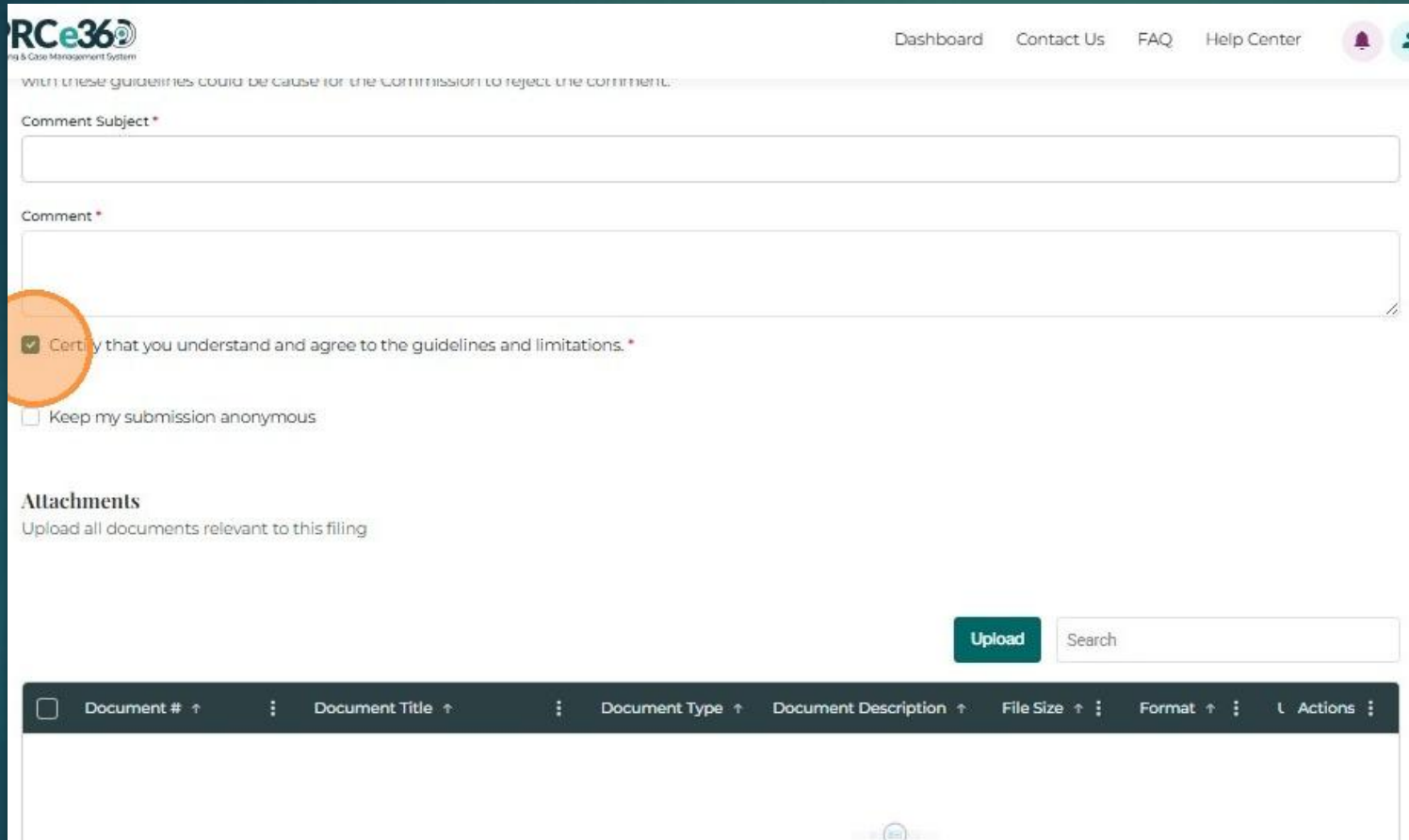
Upload all documents relevant to this filing

Comment Section

▶ Enter the following:

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





RCE360
Regulation & Case Management System

Dashboard Contact Us FAQ Help Center

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 Search

<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

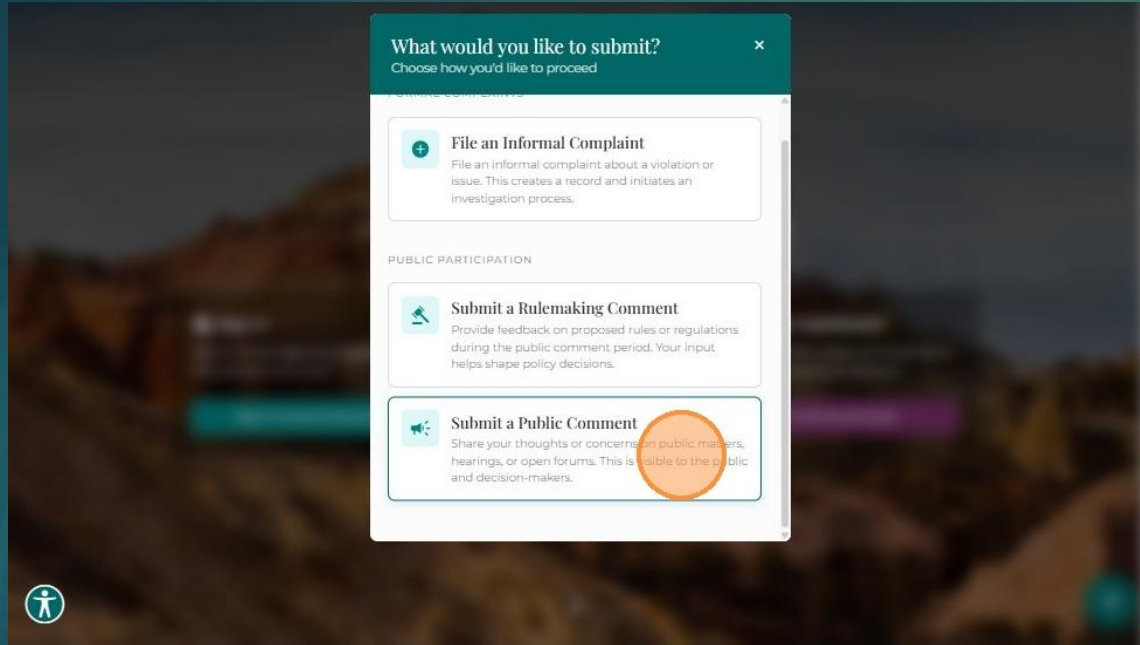


No reference to specific docket or issue



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



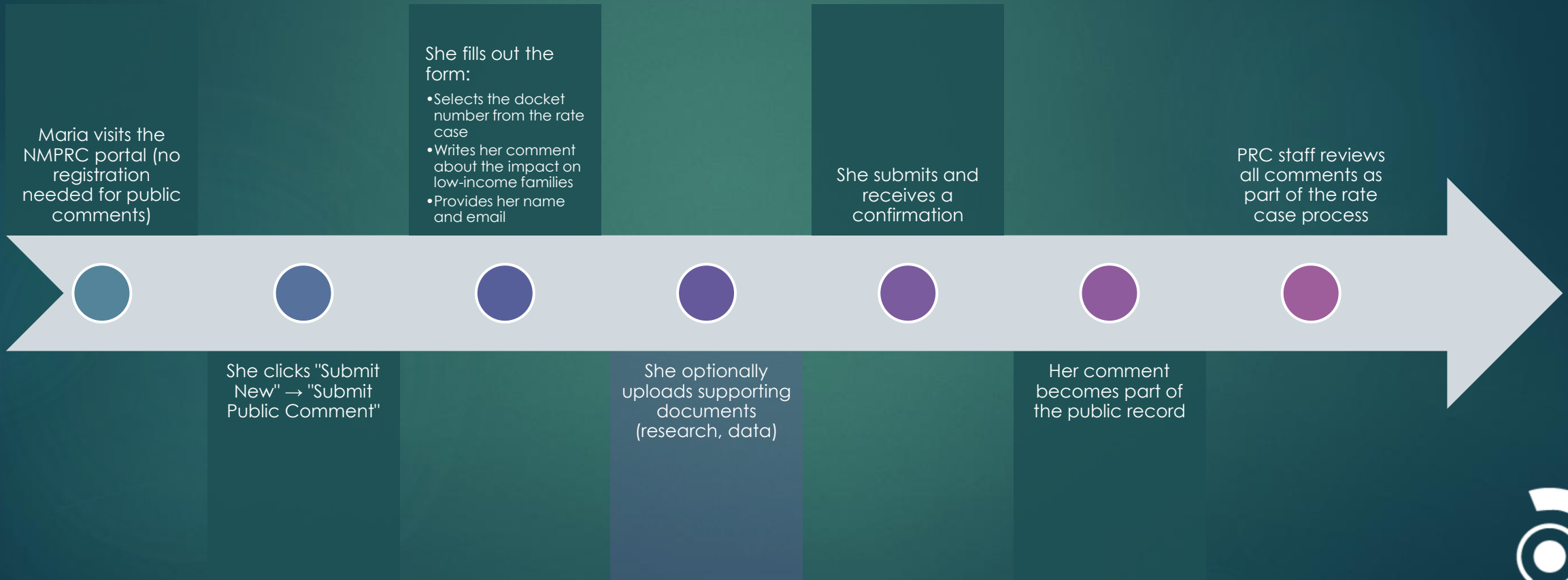
Her contact information



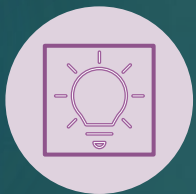
Optional: Supporting data or research



What Happens Next:



Public Comments Information



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



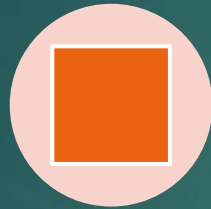
All submitted public comments become part of the public record



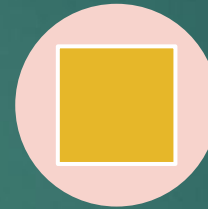
All supporting documentation that gets uploaded becomes part of the public record



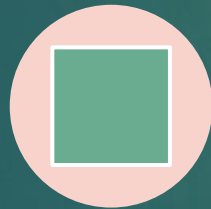
Before submitting, review all the information you've entered to ensure:



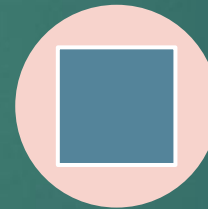
Comment
category is
selected



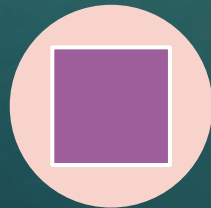
All required fields
are completed



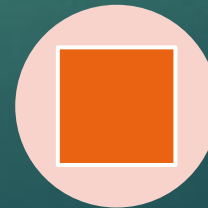
Contact
information is
accurate



Comment text is
complete



Certification
checkbox is
checked



Supporting
documents are
uploaded (if any)



All Dockets
66
All Dockets

Closed Dockets
22
Closed Dockets

All Filed Documents
122
All Filed Documents

All Companies
26
All Companies

All Companies

My Dockets

My Filings

My IPRA Requests

My Case Subscriptions

Advanced Search

Notifications

Profile

My Dockets

My Filings

My IPRA Requests
5

My Docket Subscriptions
0

Troubleshooting & Additional Resources

ADDITIONAL RESOURCES

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