

NEW MEXICO WATER SERVICE COMPANY
INDIAN HILLS WATER SYSTEMS
ORIGINAL RULE NO. 22
CANCELING IHWW RULE NO. 22
COMMISSION COMPLAINT PROCEDURES

NEW MEXICO
PUBLIC REGULATION
COMMISSION
FILED

2015 MAY 1 PM 1 33

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- A. Pursuit of Remedies with the Company as a Condition to Filing a Complaint with the Commission. The Commission shall not accept a formal or informal complaint from a customer until the customer has made a good faith effort to resolve the complaint directly with the Company. The Commission specifically reserves the right to waive this requirement when in equity and good conscience circumstances so require.
- B. Informal Complaints. Informal complaints should be in writing but may be initiated by telephone or in person at the offices of the Commission. If in writing, the complaint need not be in affidavit form. An informal complaint shall state the name and address of the customer, the name of the Company, the nature of the original complaint in a clear and concise manner, the relief requested, whether the customer has pursued all remedies with the Company which are available, and such other information as is required under the Rules of Practice of the Commission. If the informal complaint does not initially contain this information a member of the Commission staff will contact the complainant to attempt to obtain the missing data.
- C. Commission Investigation of Complaint. Upon receipt of an informal complaint, the Commission shall, when appropriate, advise the Company within a reasonable period of time, that a complaint has been filed against it; the Commission staff shall review and investigate the complaint and shall advise the complainant and the Company, within a reasonable time, of the results of the investigation.
- D. Informal Staff Conferences. If the staff of the Commission is unable to resolve the complaint to the satisfaction of the parties, either party may, within five (5) days after receipt of the results of the investigation, request an informal conference with the staff or file a formal complaint in accordance with the Rule of Practice and Procedure of the Commission. The Commission must find probable cause for the complaint prior to setting the matter down for hearing.
- E. Formal Complaints. If the parties are unable to reach a settlement of their dispute, formal complaint may be filed with the Commission pursuant to the provisions of the Rules of Practice and Procedure of the Commission.

EFFECTIVE

APR 24 2015

REPLACED BY NMPRC

BY Final Order Case No. 13-00384-UT

ADVICE NOTICE NO. 2
NEW MEXICO WATER SERVICE CO.


Cynthia Apodaca, Controller

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- F. An appeal of the Commission Prevents Discontinuance. The Company shall not discontinue utility service to a customer or issue a notice of discontinuance relative to a matter in dispute once a formal complaint has been filed with the Commission. The Commission shall immediately notify the Company that a formal complaint has been filed against it.
- G. In Forma Pauperis. The Commission shall authorize the commencement, prosecution, defense and investigation of any complaint filed under these rules without payment of fees and costs or security, by a customer who makes an affidavit that the customer is unable to pay such costs or security, as may be provided for by law.

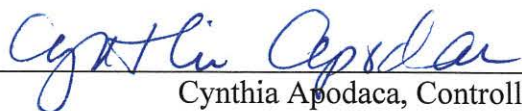
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