

## PRC COMMISSIONERS

### Commissioner Jason A. Marks



Albuquerque, District 1  
(505) 827-8015

Executive Assistant  
Danielle Duran

### Commissioner Patrick H. Lyons



PRC Chairman  
Quay County, District 2  
(505) 827-4531

Executive Assistant  
Dallas Rippey

### Commissioner Douglas J. Howe



Santa Fe, District 3  
(505) 827-4533

Executive Assistant  
Charlotte Duran

### Commissioner Theresa Becenti-Aguilar



PRC Vice Chair  
McKinley County, District 4  
(505) 827-8019

Executive Assistant  
Leandra James

### Commissioner Ben L. Hall



Ruidoso, District 5  
(505) 827-8020

Executive Assistant  
Yolanda Dominguez

## Your PRC...

### REGULATES:

- ✓ Electric, natural gas, water and wastewater utility rates & services.
- ✓ Propane service, but not rates.
- ✓ Telecommunications rates and services.
- ✓ Insurance agents and companies.
- ✓ Transportation companies.

### ADMINISTERS:

- ✓ Fire safety programs through the State Fire Marshal's Office.
- ✓ Local firefighter's training through the Firefighters Training Academy.
- ✓ Corporate registrations.
- ✓ Pipeline safety requirements.
- ✓ Native American Tax Exemption.
- ✓ Low Income Telephone Assistance Program.

## CONTACT YOUR PRC

<b>TOLL FREE</b>	1-888-427-5772
<b>DIRECT</b>	505-827-4084
<b>FAX</b>	505-827-4068
<b>EMAIL</b>	crd.complaints@state.nm.us
<b>WEB</b>	www.nmprc.state.nm.us

# NEW MEXICO

PUBLIC REGULATION COMMISSION



## GENERAL INFORMATION GUIDE



## PHONE NUMBERS

## PRC CONTACTS

[www.nmprc.state.nm.us](http://www.nmprc.state.nm.us)

Public Regulation Commission  
1120 Paseo de Peralta  
P.O. Box 1269  
Santa Fe, NM 87504-1269

**WORKING FOR YOU!**

**1 888 427-5772**

**New Mexico  
Public Regulation Commission**

**Chief of Staff Johnny Montoya**  
505 827-4433

**Corporations Bureau**  
505 827-4508

**Consumer Relations Division**  
1 888 427-5772

**Utility & Insurance Complaints**  
1 888 427-5772

**Transportation Division**  
505 827-4519

**Administrative Services Division**  
505 827-4084

**Firefighter's Training Academy**  
1 800 734-6553

**Insurance Division**  
1 888 427-5772

**Insurance Fraud**  
1 877 807-4010

**Legal Division**  
505 827-6969

**General Counsel**  
505 827-6947

**State Fire Marshal**  
505 827-3550

**Utility Division**  
505 827-6960

**GENERAL INFORMATION**  
**1 888 4 ASK PRC**  
1 888 427-5772

**Consumer Relations Division**

The CRD helps consumers with inquiries and complaints against companies that are regulated by the Public Regulation Commission. This includes investor owned electric, natural gas, telecommunications, cooperatives, water and waste water, transportation, property and casualty insurance, and life insurance companies. Our Compliance Officers assist consumers with their disputes in an effort to resolve consumer issues in a fair and timely manner.

**Insurance Division**

The Insurance Division regulates all aspects of life, health, property and casualty insurance, agent qualifications and licensure. It also oversees managed health care coverage and worker's compensation.

The **Insurance Fraud Bureau** investigates allegations of fraud involving insurance companies or agents.

**Utility Division**

The Utility Division is responsible for the rate and service regulation of investor-owned and cooperative electric companies, natural gas companies, most telecommunication companies, private water and sewer companies and some water and sanitation districts, that operate in New Mexico.

**Legal Division**

The Legal Division provides legal counsel for the PRC in matters not involving advice on contested proceedings before the PRC. It also provides legal counsel to all divisions, including the legal component of the PRC Staff that represents the public interest in matters before the PRC.

**Fire Marshal Division**

The State Fire Marshal distributes and oversees funding for equipment and training needs of the state's fire departments. The office enforces fire safety and prevention rules and regulations. The Firefighter's Training Academy develops and implements training and education programs for state fire services, also investigate fires and explosions.

**Transportation Division**

The Transportation Division is responsible for issuing administrative authority to operate, verification of insurance and investigation for instate bus, charter, vanpool, truck, ambulance, taxi, vehicle repossession, escort vehicle, tow truck and other carriers of passenger and merchandise. It also licenses natural gas and hazardous liquid pipelines and inspects the licensees' pipelines to ensure safety.

**General Counsel**

The Office of the General Counsel is the PRC's lawyer on all legal matters arising from the Commission's regulatory responsibilities. It administers the formal proceedings, and drafts PRC orders, resolutions and other decisions issued by the Commission. The General Counsel defends PRC decisions that are challenged in state and federal court.

**Administrative Services Division**

The Administrative Services Division is responsible for all finance, budget, human resources and information systems. The **Corporations Bureau** is responsible for maintaining corporate and directorship records for domestic and foreign corporations, professional corporations and non-profits.