

**COMMISSIONERS**

Patrick O'Connell, Chair
Gabriel Aguilera
Greg Nibert

CHIEF OF STAFF

Cholla Khoury

FOR IMMEDIATE RELEASE: September 23, 2026

Contact: Patrick Rodriguez patrickj.rodriguez@prc.nm.gov / 505-490-7910

NMPRC to hold town hall in Alamogordo to address billing issues related to PNM's meter-reading shortages

SANTA FE – The New Mexico Public Regulation Commission (NMPRC) will hold a [community town hall](#) in Alamogordo on Tuesday, September 29, 2026, from 12:00 p.m. to 2:00 p.m. at the Sgt. Willie Estrada Memorial Civic Center, with the event also available to watch via livestream for those unable to attend in person. The Commission is inviting area residents to share concerns and experiences related to billing issues caused by meter-reading shortages reported by the Public Service Company of New Mexico (PNM).

In July, PNM notified the Commission that temporary workforce shortages were affecting meter-reading operations in Alamogordo and Ruidoso. By August, these shortages expanded into other service areas statewide. The reduced meter-reading capacity resulted in increased estimated billing and, in some cases, delayed bills for customers. Since receiving this information, the NMPRC's Advocacy Staff has continued working closely with PNM, monitoring its efforts to stabilize operations and improve customer communication.

The Commission encourages residents of Alamogordo and surrounding communities to attend the meeting, ask questions, and share their firsthand experiences regarding this matter. This input will help the NMPRC better understand local impacts and ensure appropriate corrective actions are implemented.

The NMPRC remains committed to transparency and public participation. Members of the public may review filings related to this matter by visiting the [PRCe360](#) portal and searching for case number **26-0000147**.

Customers needing additional support can also contact the NMPRC's [Consumer Relations Division](#), which can help connect them with PNM through the informal complaint process. A formal complaint option is available if issues cannot be resolved informally.

Event Details:

What: Town hall regarding billing issues related to PNM's meter-reading shortages

Where: Sgt. Willie Estrada Memorial Civic Center, 800 E 1st St, Alamogordo, NM 88310

When: Tuesday, September 29, 2026

Time: 12:00 p.m. – 2:00 p.m.

*The **New Mexico Public Regulation Commission** (NMPRC) serves New Mexico by ensuring safe operations and reliable utility services at fair, just, and reasonable rates consistent with the State's legal, economic, environmental, and social policies. To learn more about the work of the NMPRC, please visit www.prc.nm.gov.*

###