

NOTICE TO CUSTOMERS OF EPCOR WATER NEW MEXICO INC.'S EDGEWOOD DISTRICT OF PROPOSED WATER RATE INCREASE



EPCOR Water New Mexico
38 Cactus Rd.
Edgewood, NM 87015

EPCOR Water New Mexico Inc. (“EPCOR”) intends to increase overall water revenues by 5.20% for all of its ratepayers served by the Edgewood water district. This rate increase is estimated to increase EPCOR’s annual revenues by \$78,864. The proposed rate increase would impact all customer classifications (residential, commercial and private fire) as set forth in the attached tables. Rate comparison tables are enclosed, providing information for all customer classes served by the Edgewood water district.

EPCOR intends to file a request for new rates with the New Mexico Public Regulation Commission (“Commission”) on May 6, 2024. EPCOR will promptly notify any ratepayer who requests to be notified of the actual date on which EPCOR actually files with the Commission the schedule proposing the new rates.

The new rates will go into effect automatically and will not be subject to review and hearing by the Commission unless Commission staff files a motion for review or a ratepayer protest is filed with the Commission by 10 percent (10%) or more of the Edgewood customers receiving service from the Edgewood water district at the time the change in rates is filed. As of December 31, 2023, there were 2,116 customers served by EPCOR’s Edgewood district. Ten percent of the Edgewood district’s ratepayers, as of December 31, 2023, is 211 customers.

Protests shall be filed with the Commission no later than twenty (20) days after EPCOR has filed with the Commission the advice notice proposing the change in rates. IF A HEARING IS HELD BY THE COMMISSION, ANY COSTS INCURRED BY EPCOR MAY BE INCLUDED IN FUTURE RATES FOLLOWING EPCOR’S NEXT RATE CASE.

For purposes of protests, “ratepayer” means a person in whose name service is carried. For purposes of protests, under Section 62-8-7.1 NMSA 1978, “each person who receives a separate bill equals one ratepayer and each person who receives multiple bills equals one ratepayer.”

Procedures for protesting proposed rates are set forth in 17.12.770 NMAC, a copy of which can be obtained upon request from, or inspected at, EPCOR’s Edgewood office or the offices of the Utility Division of the Commission in Santa Fe. Forms for protests are available from EPCOR or the Commission. EPCOR can be reached by telephone at **1-800-383-0834**, by email at **RateCaseQuestions@epcor.com** or in person at 38 Cactus Road, Edgewood, NM 87015. The Commission can be reached by telephone at **1-888-427-5772** or in person at 142 W Palace Avenue, Santa Fe, NM 87501.

Any interested person may examine the rate filings together with any exhibits and related papers that may be filed at EPCOR’s Edgewood office or at the offices of the Commission in Santa Fe.

Additional information may be obtained by contacting either EPCOR or the Commission.

IMPORTANT INFORMATION FROM EPCOR

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Dear Customer,

At EPCOR, we are committed to providing you with safe, reliable water service every day. We are equally committed to providing current information about your service, including information about changes or potential changes before they take place.

We take our responsibility as your water provider seriously. In addition to stringent water quality standards to ensure that the water we deliver to your home or business meets or exceeds federal and state drinking water guidelines, we also maintain, repair and replace the complex system that delivers the water to your tap. Since rates were last changed in 2017, we have made critical improvements to the Edgewood district delivery system. This includes over \$3.5 million of investments to the Edgewood district that includes building additional storage, connecting new homes and businesses, and replacing old, outdated pipelines and pumps. These improvements were necessary to ensure the continued safety and reliability of your service.

Your rates for water service are approved by the New Mexico Public Regulation Commission, based on the reasonable costs and necessary capital investments to provide service. We understand that every penny matters and that’s why we work every day to keep our costs down, so that any changes to your rates for service are modest and gradual.

On May 6, 2024, EPCOR intends to file a request with the New Mexico Public Regulation Commission to increase overall water revenues by 5.20% for all of its customers served by the Edgewood water district. This is a change of roughly \$2.97 for the average Edgewood district customer, but the amount will vary by individual customer depending on how much water they use. If approved, new rates would be effective June 5, 2024.

Included in this letter is important information about this rate change request. To better serve you and to answer any questions, we invite you to an upcoming Open House. Your input is critical to us. We would appreciate the opportunity to share the improvements to the water delivery system made over the last seven years and to answer any questions that you may have.

April 4, 2024
5:30 p.m. -7 p.m.
215 Cowboy Way
Edgewood, NM 87015

If you are unable to attend but have questions, please visit epcor.com or call our Customer Care team at **1-800-383-0834**. At EPCOR, we take pride in our obligation to deliver water and provide excellent customer service to you, your families and the Edgewood community. Thank you for being our customer.

[See attachment for more information](#)

