

Blessing Chukwu

[REDACTED]

Mesa, AZ [REDACTED]

August 3, 2024

RE: New Mexico Public Regulation Commissioner

Greetings!

I am writing to apply for the position of New Mexico Public Regulation Commissioner, as advertised on the Indeed's website. Attached is my resume for your consideration. I am an accomplished regulatory professional with over 20 years of experience working for Arizona Corporation Commission and Oklahoma Corporation Commission in positions of increasing responsibility.

Sections 62-19-4 and 62-19-5 of the New Mexico Statutes specify the eligibility requirements to serve on the Commission. To be appointed as a Commissioner, candidates must be qualified for office by either:

(a) a baccalaureate degree from an institution of higher education that has been accredited by a regional or national accrediting body and at least ten years of professional experience in an area regulated by the Commission or in the energy sector and involving a scope of work that includes accounting, public or business administration, economics, finance, statistics, policy, engineering, or law; or

(b) attained higher education resulting in at least a professional license or a post-graduate degree from an institution of higher education that has been accredited by a regional or national accrediting body in a field related to an area regulated by the commission, including accounting, public or business administration, economics, finance, statistics, policy, engineering, or law, and at least ten years of professional experience within that field.

I have a Bachelor of Science (BSc) degree in Accounting and a Master of Business Administration (MBA) degree in Finance, from the University of Central Oklahoma, in Edmond, Oklahoma. I have over 20 years of professional experience from the Arizona Corporation Commission and the Oklahoma Corporation Commission, in the field or area regulated by the New Mexico Public Regulation Commission. I am qualified for the office. My qualifications meet the requirements of No. 2(a) and/or 2(b).

Also, I am an independent voter and I am not affiliated to any political party.

I believe the combination of my education, work experience, professional accomplishments, and personal commitment makes me a desirable and compelling candidate for this position. I look forward to hearing from you and having the opportunity to further elaborate on my qualifications and experience. Thank you for your time and consideration.

Sincerely,



Blessing Chukwu

QUALIFICATIONS SUMMARY

Accomplished regulatory professional with over 20 years of experience working for Arizona Corporation Commission and Oklahoma Corporation Commission in positions of increasing responsibility. Effective leader, able to build team cohesion and inspire team members to strive for higher levels of accomplishment. Strong analytical, management, and relationship-building skills to coordinate resources to meet organizational goals.

KEY COMPETENCIES

- Regulatory Compliance
- Rule Making
- Rate Making
- Project Management
- Change Management
- Team Management
- Analyzing and Interpreting Data
- Action and Result Focus
- Critical Thinking
- Customer Experience, Engagement and Focus
- Strong Organizational and Interpersonal Skills
- Collaboratively work with broad range of stakeholders
- Participates in Regulatory Proceedings
- In-depth understanding of Utility Rules and Regulation, Tariff, Programs and Policy
- Regulatory and Permitting Process for PUC Certificates of Convenience and Necessity
- Experience with Regulatory Agencies, including PUCs in AZ and OK
- Lead and coordinate short- and long-term planning and implementation Strategies
- Prepares and Presents Testimony and Technical Reports orally and in writing, in Regulatory Proceedings
- Plan and Analyze Operations; Develop Alternatives and Determines the Costs Pros and Cons of the Various Alternative (Cost-benefit Analysis)
- Provide Leadership, Counsel, Motivation and Constructive Evaluation of Performance to Staff, securing their respective commitment to the Department's goal
- Cultivate an inclusive team that visibly values Diversity, Equity and Inclusion

EDUCATION

- MBA Finance, University of Central Oklahoma, Edmund, Oklahoma
- BS Accounting, University of Central Oklahoma, Edmund, Oklahoma

AFFILIATIONS

- Serves on National Association of Regulatory Utility Commissioners (NARUC) Staff Subcommittee on Consumer and Public Interest, Staff Subcommittee on Water, and Staff Subcommittee on Telecommunication

PROFESSIONAL EXPERIENCE

Arizona Corporation Commission (May 2003 – February 2024)

Chief of Compliance and Consumer Service

August 2020 – February 2024

- Led the Compliance and Consumer Services Section with responsibilities that includes planning, directing subordinates, and interpreting policy.
- Managed the Section's objectives by developing, directing, and implementing procedures that allow Utilities Division Consumer Services and Compliance Staff to process and provide recommendations on applications.
- Led a team of Analysts and Staff and served as a resource for both the Consumer Service and Compliance Sections as well as provided support to the Director's Office of the Utilities Division.

- Developed, supervised, and directed Staff in the obligations of regulatory oversight. Met with Staff to discuss section functions regarding consumer service issues and compliance matters. Attended meetings with Agency leadership and inter-agency coordination. Provided Staff with guidance in handling difficult or complex consumer cases, including reviewing work products from Analysts and Compliance Staff, consultants, and other personnel.
- Provided expertise, leadership, and insight for stakeholders, industry representatives and Director's Office by attending utility related meetings to give and receive information and to participate in consumer service discussions. Oversaw the continuous improvement processes in the activities and overall operations of the section. Oversaw the investigation and arbitration of complaints and compliance with Commission rules and Orders or Decisions.
- Conferred with Agency leadership, utility managers and other related personnel regarding consumer service activities, compliance, and the utility services provided. Served as intermediary between customers, utilities and representatives of other agencies, communities, consultants, and contractors.
- Established and maintained work standards, procedures, methods, and rules. Resolved strategic issues, researched rules and regulations and created operating procedures for both section and the division. Completed detailed reports of investigations and inquiries in prescribed format.
- Participated in legislative, state, and federal agency rule development.
- Monitored utility and compliance filings, regulatory activities, and industry developments. Reviewed the processed complaints, opinions, inquiries relating to utility operations, billings, terminations, quality of service, and facilities of public service corporations. Reviewed work of team members and analyzed Commission Orders, Compliance filings and documents.
- Attended work seminars, meetings, and conferences as representative of the Utilities Division.
- Read and interpreted federal, state, and local codes and regulations to ensure compliance.
- Testified in formal hearings and in courts as an expert witness as needed.

Executive Consultant III

May 2003 —August 2020

- Served as Lead Staff and liaised with consultants on behalf of the Commission on various cases.
- Conducted research, developed, formulated, and recommended policies and procedures for appropriate regulatory oversight of public utilities (telecommunications, water and wastewater utilities, gas and electric).
- Reviewed applications consisting of rate and charges, streamline tariff revisions and requests for Certificate of Convenience and Necessity ("CC&N") for water, wastewater, telecommunication, electric and gas utilities. Reviewed all Interconnection Agreements (including Arbitrations) between Telecommunication Companies operating within the State of Arizona. Provided researched and balanced analysis and recommendations on the matters.
- Prepared schedules (matrix, charts, tables, etc.), Staff Reports and/or pre-filed or oral testimonies detailing findings and recommendations.
- Presented oral testimonies as expert witness on public utilities matters for the State of Arizona during administrative hearings, arbitrations, as well as Open Meetings, in support of recommendations.

Oklahoma Corporation Commission (June 1998 – May 2003)

Public Utility Regulatory Analyst III

February 2000 —May 2003

- Team Leader on various regulatory cases; responsible for planning, assigning, and reviewing work involving Telecommunication issues.
- Assembled information regarding revenues, expenditures, services charges, tariffs, cost allocations, other operating data, consumer education or as requested by leadership.

- Developed creative ways to get work completed by using various research tools, data, and methodology. Reviewed and planned work activities (for example assigned cases, draft testimony, and testify on related cases on behalf of the Commission) such that deadlines are met in accordance with the rules and make recommendations to the Commission.
- Prepared Signing Agenda Briefing Forms, prepare data requests and responses, attend Motion Docket/Signing Agenda, submit weekly caseload update and monthly staff report as required. Provide technical guidance, supervision, and training to other analysts in planning and conducting review of assigned cases, reports and other findings and making recommendations and in determining the economic impact of requested changes and similar matters.
- Maintained a general awareness of National, Regional, and State Telecommunications issues and is able to recommend actions or positions on issues based on analysis, experience and knowledge of the industry and its function such that all relevant information is available to the Commission and Staff. Participates in rulemaking.
- Lead Staff person responsible for the Joint Federal and State Oversight Team on Section 272 biennial audit.

Tariff and Cost of Service Analyst

June 1998 — February 2000

- Reviewed, evaluated, and analyzed utility companies (telecommunications) applications and recommended action to assigned supervisor.
- Obtained necessary data and documentation from applicant through discovery process; coordinate review with Staff counsel; research and recommend action regarding National and State issues affecting telecommunications companies.
- Handled and answered inquiries by the public, Commissioners, and Legislators regarding rates, tariff, and practices of telephone companies and Commission policy in general.
- Prepared testimony and exhibits supporting Staff recommendations in assigned cases; coordinated with Staff counsel in preparation for and during hearings. Reviewed and enhanced understanding of OCC policies and procedures and Oklahoma Laws pertaining to utility regulation.

The City of Oklahoma City (February 1990 – May 1998)

Administrative Aide

February 1993 — May 1998

(Storm Drainage Section of the Public Works Department,)

- Responsible for the department's Time Management System.
- Performed research and statistical analysis for the work section.
- Coordinated the compilation of National Pollutant Discharge Elimination Systems (NPDES) policy and procedures.
- Provided technical data to clerical and professional personnel.
- Maintained database for EPA mandates, Notices of Intent (NOD, Notices of Termination (NOT), Pollution Investigations (Construction Sites and Point Source) Hazardous Material Spills (Hazmat), Emergency Responses, and monitoring of 545 Dry Weather Sampling Sites using Q&A software.
- Oversaw NPDES Residential Compliance and NPDES records keeping.
- Prepared and assisted with preparation of Bidding and Contract documents, Resolutions, Studies, Council Memoranda, Agenda Items, Exhibits, and Tabulations for use in Council meetings or various presentations.
- Responded to inquiries from the Public, City Departments, and other Governmental Agencies.
- Evaluated various Storm Drainage Programs and made recommendations.

Administrative Aide

July 1, 1991 - February 1993

(Contract Administration/Public Works Dept.)

- Monitored cash flow of General Obligation Bond Funds (GOB).
- Prepared monthly financial expenditure reports and supervised Consultant Performance Evaluation on completed contracts, requests, installations, and removal of all construction signs.
- Prepared Agenda items and Resolutions for open meeting.
- Coordinated the compilation of a policy and procedure manual for the Public Works Department which included writing policies and procedures.
- Provided technical assistance to clerical and professional personnel.

Special Project Coordinator

March 1991 - June 1991

(Office of Job Training and Education)

- Implemented inventory control using Washington State software.
- Utilized Federal, State, and City rules and regulations pertaining to inventory control and Federal grants.

Management and Budget Technician /Analyst

February 1990 - March 1991

(Office of Management and Budget)

- Reviewed and compiled budget proposals; analyzed financial data and made recommendations.
- Monitored assigned departments' revenue and expenditure accounts and budgets which included the preparation of fund transfers, encumbrances, council memoranda, appropriation of funds, purchase order requests, claim vouchers, mileage reimbursements, etc.
- Evaluated assigned department's requests for program/service reductions, improvements, and/or additions, determined the impacts resulting from such changes and made recommendations.
- Performed cost of services and potential sources of revenue studies. Prepared cost allocation plans and chargeback (service charges) for assigned departments.
- Prepared Five-year financial forecast for assigned departments.

ADDITIONAL TRAINING

- Ethical Issues in the Public Sector
- Conflict Resolution and Management
- Human Relation Management
- National Association of Regulatory Utility Commissioners (NARUC) Utility Rate School
- Annual Regulatory Studies Program (Camp NARUC) at Institute of Public Utilities, Michigan State University

COMPUTER PROFICIENCY

Proficient skills in MS Word, Excel, PowerPoint, and Access and statistical modeling

REFERENCES

Available upon request.