

CRRUA Customer Message

May 24, 2024

CRRUA to Undergo Second Independent Evaluation

For the second time in approximately two years, the Camino Real Regional Utility Authority (CRRUA) will undergo an independent evaluation of its operations. A third-party comprehensive performance evaluation (CPE) jointly agreed to in April by CRRUA and the New Mexico Environment Department will begin May 28, 2024. The CPE will consist of a review of technical, financial and administrative operations and the results will be made public.

In March of 2022, the CRRUA board of directors voluntarily initiated an independent third-party, organization-wide evaluation and assessment. Areas of focus were governance; structural; financial; organizational capacity; regulatory, health and safety; asset management; system management; customer service; and planning and strategy.

A recently completed update of the 2022 evaluation and assessment indicates that CRRUA is making positive gains. Of the 43 items included in the update, 12 are complete, 26 are in progress and five are on hold. Complete [Internal Audit Update](#).