

NEW MEXICO PUBLIC REGULATION COMMISSION

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NEWS RELEASE

FOR IMMEDIATE RELEASE

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PRC Vice Chair Promotes Propane Customer Rights

SANTA FE—New Mexico Public Regulation Commission (PRC) Vice-Chair, Theresa Becenti-Aguilar, promotes many of the good things the PRC has done for District 4 taxpayers in 2011. In particular, she's touting the agency's success creating better rights and service for northwestern New Mexico's propane customers.

Back in 2010, the PRC's Utility Division added a new rule to the New Mexico Administrative Code that furthered the agency's goal to enhance the relationship between propane customers and dealers and establish a process within the PRC to resolve customer complaints. Since then, Vice-Chair Becenti-Aguilar—whose district includes the expansive Navajo Nation where propane is among the primary heating sources—said she has seen substantial progress in the fight for customer satisfaction.

“Propane pricing, use and availability have been some of the main issues people in my district have faced over the years,” Becenti-Aguilar said. “I want to make sure constituents are asking the right questions when negotiating their propane contracts and billing arrangements.”

Becenti-Aguilar said some common propane consumer issues include price-gouging based on the cost of oil and refining costs associated with producing propane. She added that high prices because of seasonal demand can also be hard on the average pocketbook in New Mexico.

Over the next several months, Vice-Chair Becenti-Aguilar will take part in a district-wide outreach tour that will seek to provide New Mexico residents, tribes and pueblos information about the PRC and its different divisions. Propane, she said, will most definitely be on the agenda.

“I plan on working hard along with PRC consumer relations staff to share important propane-related information with all my constituents, especially those in rural areas,” she added.

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About the NMPRC

The NMPRC regulates public utilities, telecommunications companies and motor carriers operating in New Mexico. It also administers the State Fire Marshal's Office, the New Mexico Firefighters Training Academy, the state's Pipeline Safety Bureau, and its Corporations Bureau. The NMPRC is also responsible for overseeing the New Mexico Division of Insurance and the DOI's superintendent.

Visit the New Mexico Public Regulation Commission on the web at: www.nmprc.state.nm.us or call the PRC toll-free at 888-427-5772.