

# NEW MEXICO PUBLIC REGULATION COMMISSION

## COMMISSIONERS

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DISTRICT 2 PATRICK H. LYONS, CHAIRMAN  
DISTRICT 3 DOUGLAS J. HOWE  
DISTRICT 4 THERESA BECENTI-AGUILAR, VICE-CHAIR  
DISTRICT 5 BEN L. HALL



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## NEWS RELEASE

### FOR IMMEDIATE RELEASE

January 3, 2012

## PRC Vice Chair Promotes Propane Customer Rights

**SANTA FE**—New Mexico Public Regulation Commissioner, Theresa Becenti-Aguilar, will be in Gallup this week touting the PRC's work to create more rights and better 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 areas where propane is among the primary heating sources—said she has seen substantial progress in the fight for customer satisfaction for all her constituents.

“Propane pricing, use and availability have been some of the main issues constituents in District 4 have faced over the years,” Becenti-Aguilar said. “I will consistently host public meetings to specifically discuss New Mexico propane regulations and important consumer information.”

Becenti-Aguilar added that high prices because of seasonal demand can also be hard on the average pocketbook in New Mexico.

This week's meeting schedule is as follows:

**DATE:** Friday, January 6, 2012

**TIME:** 10 a.m. to 12:30 p.m.

**LOCATION:** City Council Chambers, City Hall, 100 West Aztec Avenue, Gallup, NM

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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.