

# NEW MEXICO PUBLIC REGULATION COMMISSION

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## FOR IMMEDIATE RELEASE

### NEW MEXICO PUBLIC REGULATION COMMISSION RECEIVES NUMEROUS COMPLAINTS REGARDING PROPANE SERVICE IN NORTHERN NEW MEXICO

(SANTA FE, NM – DECEMBER 15) – The New Mexico Public Regulation Commission (PRC) has received numerous complaints regarding propane gas delivery service in the last month. Commissioner Joseph Maestas of District Three personally reached out to Attorney General Hector Balderas this week to request that the New Mexico Office of the Attorney General (NMOAG) investigate these complaints, as the PRC has little jurisdiction over delivery of propane.

The concern is for the households in rural New Mexico who are unable to obtain propane. Many rural New Mexicans depend on propane for heating, hot water and cooking in their homes. For weeks, according to some complaints, they have had issues in Rio Arriba County getting deliveries of propane from propane purveyors in Northern New Mexico, at least one company is a company out of Pagosa Springs, CO, who first claimed delays were due to a shortage of specialty propane delivery drivers. Prior to the cold weather last weekend, customers were told their New Mexico delivery truck was “red-tagged” by the state of New Mexico and not able to operate in the state.

When customers rent their propane tanks, part of the rental agreement is that only that company may be used to fill the propane tanks. Unfortunately for some of these customers, it was not as simple as just calling another propane provider.

The NMOAG issued a press release earlier today with the following information:

Consumers are advised that the following business practices may be against the law:

1. A propane provider offering you propane but failing to deliver the propane you ordered;
2. A propane provider failing to deliver the amount of propane you ordered; or
3. A propane provider making a false or misleading statement about the price of propane or the price of another provider's propane, including quoting you one price then charging another.

If you have experienced any of these business practices while attempting to purchase propane for your home, please contact the NMOAG at 1-844-255-9210 or file a complaint on their website at [www.nmag.gov/file-a-complaint.aspx](http://www.nmag.gov/file-a-complaint.aspx).

Commissioner Maestas and the entire PRC are dedicated to working for the citizens of New Mexico and we will assist the NMOAG's office in any ways we can. Information about any complaints that we have received have been forwarded to their offices for review and potential action.

*The New Mexico Public Regulation Commission (PRC) regulates the [utilities](#), [telecommunications](#), and [motor carrier](#) industries to ensure fair and reasonable rates, and to assure reasonable and adequate services to the public as provided by law.*

*The NMPRC also promotes public safety through the offices of [Pipeline Safety Bureau](#) and the [Transportation Division](#).*

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