



Susan Fullen

Vice President of Marketing and Customer Service PNM

Susan Fullen serves as Vice President of Marketing and Customer Service for PNM. She is responsible for the strategic direction and operations of PNM's customer contact, market services, production operations and customer communications departments.

Fullen recently joined PNM from Idaho power, where she served in various executive level positions. Prior to her departure from Idaho Power she was the General Manager of Technology Business Services. In this role her primary responsibilities included customer relationship management, oversight of technology applications, technology projects, IT Service Level Management and IT General Controls management.

PNM Resources (NYSE: PNM) is an energy holding company based in Albuquerque, N.M., with 2007 consolidated operating revenues from continuing and discontinued operations of \$2.4 billion. Through its utility and energy subsidiaries, PNM Resources serves electricity to approximately 835,000 homes and businesses in New Mexico and Texas and natural gas to nearly 492,000 customers in New Mexico. Its utility subsidiaries are **PNM** and **TNMP**. Another subsidiary is **First Choice Power**, a deregulated competitive retail electric provider in Texas. With generation resources of more than 2,650 megawatts, PNM Resources and its subsidiaries market power throughout the Southwest, Texas and the West. In addition, the company has a 50-percent ownership of **EnergyCo**, which owns approximately 920 megawatts of generation. For more information, visit www.PNMResources.com.

Business Experience

PNM

- Vice President, Marketing and Customer Service

Idaho Power

- General Manager of Technology Business Services
- General Manager of Customer Service, Customer Relations, Research, Metering, and Business Services
- Manager of Customer Service
- Area Manager/East Region Energy Manager
- Division Accounting Manager
- District Manager
- Assistant Division Accounting Manager
- Customer Service Supervisor

Education

- Lewis Clark State College, Bachelor of Science in Management Technology
- Portland State University, Masters of Business Administration

Professional Affiliations

- EEI Customer Services & Metering Conference, former chairperson
- University of Phoenix, Adjunct Instructor
- Idaho Cutting Horse Association, President

