



New Mexico  
GAS COMPANY™  
AN EMERA COMPANY

A Natural Choice.

## HOW TO REACH US

### Customer Service

1-888-NM-GAS-CO

(1-888-664-2726) Customer Call Center is open between 7:30 a.m. and 6 p.m. Monday through Friday.

### Customer Service Email

customerservice@nmgco.com

### Gas Leaks and Emergencies

1-888-NM-GAS-CO

(1-888-664-2726) Emergency response service is available 24/7.

### Call Before You Dig

811

### Mailing Address (business correspondence):

New Mexico Gas Company  
PO Box 97500  
Albuquerque, NM 87199-7500

### Remittance Address (bill payments):

New Mexico Gas Company  
PO Box 27885  
Albuquerque, NM 87125-7885



New Mexico  
GAS COMPANY™  
AN EMERA COMPANY

A Natural Choice.



**CUSTOMER SERVICE GUIDE**

## ABOUT YOUR NATURAL GAS COMPANY

*New Mexico Gas Company is proud to be your natural gas service provider. We are experienced professionals who have been bringing safe and reliable natural gas service to New Mexico communities for years.*

*We are headquartered in Albuquerque and locally managed. Our employees live and work in the communities we serve. With 22 business offices in communities across the state to serve you, we are dedicated to providing you excellent customer service.*

*We encourage you to review this Customer Service Guide carefully and save it for future reference. If you have additional questions about our services and procedures, please visit [www.nmgco.com](http://www.nmgco.com) or call our Customer Service at 1-888-NM-GAS-CO (1-888-664-2726).*

## TABLE OF CONTENTS

About This Customer Service Guide . . . . .	3
About Our Regulators . . . . .	3
Billing Terms . . . . .	8
Billing Information, Programs and Plans . . .	9
How to Read Your Meter . . . . .	11
Paying Your Bill . . . . .	13
Payment Assistance Programs . . . . .	15
Natural Gas Safety . . . . .	19

## ABOUT THIS CUSTOMER SERVICE GUIDE

This guide is provided to give you a wide array of information about the policies, services and programs of New Mexico Gas Company.

- Natural Gas Service
- Security deposits and guarantee requirements
- Discontinuance and reconnection of service
- Winter moratorium
- Billing information, programs and plans
- Payment requirements
- Inquiry and complaint procedures
- Natural gas safety

Our Customer Service Representatives are here to help you with any questions or concerns you have regarding your natural gas service or bill. You may visit us in person at any one of our 22 business offices, by phone or by email at [customerservice@nmgco.com](mailto:customerservice@nmgco.com).

## ABOUT OUR REGULATORS

New Mexico Gas Company is a regulated utility, operating under regulations established by the New Mexico Public Regulation Commission (NMPRC) rules 17.5.410 NMAC.

For more information about the NMPRC, visit [www.nm-prc.org](http://www.nm-prc.org) or contact them at **1-888-4ASK-PRC (1-888-427-5772)**.

If you are a member of a New Mexico tribe or pueblo you can request help with translation or other assistance by contacting the NMPRC's Consumer Relations Division at **1-888-427-5772**.

## NEW METER INSTALLATIONS

Inspections are required prior to installing a natural gas meter. Please visit the New Mexico Regulation and Licensing Department website at [www.rld.nm.gov](http://www.rld.nm.gov) or contact them at **(505) 476-4500** to request an inspection.



Your licensed plumber should provide the following information for a new meter installation request:

- Color of tag
- BTU load
- Pipe size going into the property
- Serving pressure going into the property

When the inspection is complete, contact us at **1-888-664-2726** to schedule a new meter installation.

## HOW TO START SERVICE

You can start or transfer service by contacting us at **1-888-664-2726**. Or, you can visit any NMGC business office during regular business hours. Service is scheduled on the next available business date, so contact us as soon as you know you are moving. We require a person above the age of 18 to provide our technician access to the premises in cases when access is needed. Connection fees may vary as follows:

- Commercial / Residential Turn-On Fee \$75.00 per hour\*
- Commercial / Residential Read-In Fee (when existing service is active) \$40.00\*

*\*The rates, fees and charges in this booklet are subject to change upon approval by the New Mexico Public Regulation Commission (NMPRC). NMGC cannot honor the rates, fees, or charges listed herein in the event they are changed by the NMPRC.*

When transferring service, your account balance must be current prior to establishing new service at another location.

**Deposits:** When required, a deposit will not exceed an amount equal to 1/6 of the residential customer's estimated annual billings.

Special consideration will be given to residential customers who meet the qualifications of the Low Income Home Energy Assistance Program (LIHEAP) or have other special circumstances in determining whether or in what amount a deposit will be charged or if payment by an installment agreement is appropriate.

A residential customer who has not received a final notice for the 12-month period from the date of deposit or guarantee shall promptly receive credit or refund in the amount of the deposit together with accrued interest due.

## SERVICE DISCONTINUANCE AND RESTORATION

If your service is terminated, New Mexico Gas Company may require payment of all past due charges, including deposits, as well as applicable reconnection fees and penalties before service is restored.

**New Mexico Gas Company may disconnect your natural gas service without notice in the event:**

- An emergency situation occurs
- A hazardous situation exists

- Equipment you use disrupts service to others
- You tamper with, damage or deliberately destroy New Mexico Gas Company equipment
- You use natural gas without authorization

**NMGC may disconnect your natural gas service with 3 days notice if:**

- You do not allow us access at reasonable times to our equipment installed at your home or property
- You fail to furnish equipment, permits, certificates, and/or rights of way for us to obtain service or if equipment or permission is removed
- Any of the rules of service, as approved by the New Mexico Public Regulation Commission, are violated
- You submit a fraudulent Medical Certification Form or Financial Certification Form

**NMGC may disconnect your natural gas service with 7 days notice if:**

- The terms and conditions of a settlement agreement or an installment agreement are not followed

**NMGC may disconnect your natural gas service with 15 days notice if:**

- You do not pay your natural gas bill by the due date on the disconnection notice or have not made payment arrangements with us

When you move, any credit or debit amount remaining may be transferred to your new residence. Unpaid natural gas charges from your former residence may result in discontinuance of service at your new residence.

**Heating Season Moratorium:** If you qualify for low-income assistance, you may also qualify for the New Mexico heating season moratorium on disconnection. To qualify for the moratorium, you must be current on your natural gas bills or be current on a payment plan with New Mexico Gas Company for amounts other than those owing from the prior heating season. If you qualify, you will not have your natural gas service disconnected from November 15 through March 15. For more information about the LIHEAP program, contact us at **1-888-664-2726** or visit **[www.nmgco.com](http://www.nmgco.com)**.

Please note that natural gas charges continue to accumulate during the moratorium. We recommend that you continue to make payments during the heating season to avoid large bills at the end of the moratorium period.

**Change of Mailing Address:** If you would like your bill mailed to an address other than your service address, please call New Mexico Gas Company Customer Service at **1-888-664-2726**. Please have your account number available when calling.


**TERMS**

*The following is a list of definitions for commonly used terms on your bill:*

**1. Customer name and mailing address:** The name and mailing address for the person responsible for the account. The mailing address and service address may be different.

**2. Bill date:** The date your bill was prepared.

**3. Account number:** Your New Mexico Gas Company account number.



**New Mexico  
GAS COMPANY**  
AN ENEBA COMPANY

Billing Date	12-JUN-2019
Bank Draft Date	05-JUL-2019
Amount Drafted	\$21.87
Account Number	00000000-0000000-7

1111 RE JOHN DOE APT 123 123 MAIN ST ALBUQUERQUE NM 87110

Page 1 of 2

Bill Date	Account Number	Service Address
12-JUN-2019	000000000 -   0000000   - 7	123 MAIN ST NW ALBUQUERQUE, NM

**Billing Summary**      Payments Received Since Last Statement (Thank You)      \$25.62

Current Charges	Gas Service \$21.87	<b>Total \$21.87</b>
<b>Total Amount Due (This Amount Will Be Drafted)</b>		<b>\$21.87</b>

\$21.87 will be drafted on JUL 05, 2019

**Gas Connectors**      Flexible natural gas connectors are corrugated metal tubes that attach gas appliances to your gas supply pipes. Connectors can fail over time and should be replaced. Call your licensed HVAC professional to inspect these gas connectors.

**Aerial Leak Survey**      Did you know that we fly a helicopter 1,520 miles around New Mexico to check our network of transmission pipelines? The helicopter has high-tech monitoring equipment and is able to detect the smallest pipeline leaks. Your safety is our business!

**Gas Emergencies**      If you smell gas ( a rotten egg odor) or suspect a gas leak, don't delay - get away! Call our emergency line anytime day or night at 1-888-NM-GAS-CO (1-888-664-2726).

How to Contact us      **Office Address** : 1625 Rio Bravo SW Ste 27 Albuquerque, NM 87105  
**Telephone** : 505-697-3335 or (1-888-664-2726)  
**Monday - Friday** : 7:30 AM - 6:00 PM      Website: [www.nmgco.com](http://www.nmgco.com)  
**Payment Options**      **Pay by Phone** : 1-866-508-9320      Pay Online: [www.nmgco.com](http://www.nmgco.com)

PLEASE DETACH AND ENCLOSE THIS COUPON WITH CHECK PAYABLE TO NEW MEXICO GAS COMPANY

Account Number 00000000-0000000-7	<b>TOTAL AMOUNT DUE</b> .....	<b>\$21.87</b>
--------------------------------------	-------------------------------	----------------

Service Address  
JOHN DOE  
123 MAIN ST NW  
ALBUQUERQUE, NM

**HEAT New Mexico Fund** ..... \$ .....

New Mexico Gas Company matches your contribution

1111 RE New Mexico Gas Company PO Box 27885 Albuquerque, NM 87125-7885	<b>TOTAL AMOUNT ENCLOSED</b> .....	\$ .....
--	------------------------------------	----------

\$21.87 will be drafted on JUL 05, 2019

0 5 0000000000000000 7 0000000000 0 2

JOHN DOE

Energy efficiency programs result in cost savings and benefit the environment. Visit our website [www.nmgco.com](http://www.nmgco.com) to learn more about our programs and rebates that may be available to you.

1111 RE JOHN DOE APT 123 123 MAIN ST ALBUQUERQUE NM 87110

Page 2 of 2

Bill Date	Account Number	Service Address
12-JUN-2019	000000000 -   0000000   - 7	123 MAIN ST NW ALBUQUERQUE, NM

**Service # 200 Gas**      Meter # 9999999

Meter Reading	Meter Read Date	Days Billed	Meter Readings Present	Meter Readings Previous	Constant	CCF Used	Conversion Factor	Therms	
Actual	12-JUN-2019	30	7549	-	7525	X 1.000	= 24.000	X 0.667200	= 20.812

Sales, T&D, Residential - GB02	12.487 Therms @ \$ 0.1001000	\$1.25
Cost of Gas 18 DAYS-May	\$ 325 Therms @ \$ 0.2154000	\$1.79
Cost of Gas 12 DAYS-Jun	29,812 Therms @ \$ 0.0000000	\$0.00
Surcharge	29,812 Therms @ \$ 0.1861000	\$3.46
Distribution	29,812 Therms @ \$ 0.0633000	\$1.92
Transmission	20,812 Therms @ \$ 0.0000000	\$0.00
Weather Adjustment		\$11.50
Access Fee		\$0.27
Gas Energy Efficiency Fee		\$0.09
Pipeline Safety Fee		\$0.09
Franchise Fee		\$0.09
Gross Receipts Tax		\$1.00
<b>Total Current Gas Charges</b>		<b>\$21.87</b>

GRAPH DISPLAYED IN THERMS  
Average cost per day was \$0.72  
Average use per day was 0.60 Therms

The JUL cost of gas is estimated to be \$.2531/therm. For updated prices call 888-NM-GAS-CO (888-664-2726).  
Based on last year's usage your next gas bill is estimated to be between \$16.00 and \$20.00.

**4. Service address:** The address of the property where natural gas service is provided.

**5. Pay by date/Payment due date:** The date your bill is due, shown as the “pay no later than” date.

**6. Message area:** Important information is included here, as well as on page 2 of your bill.

**7. Therm:** The measure of heating value equal to 100,000 British thermal units (Btus) used in the cost of gas and cost of service calculations.

**8. Cost of gas:** The price NMGC pays for your gas each month, which is passed through to you with no profit.

**9. Surcharge:** An approved miscellaneous refund or fee.

**10. Distribution and transmission fees:** Covers costs of transporting and distributing natural gas to cities and towns as well as operations and maintenance costs.

**11. Weather Adjustment:** A credit or fee that adjusts a customer’s bill based on whether the winter months are warmer (a fee is imposed) or colder (credit is provided) than the average over a 10-year period.

**12. Access fee:** Reflects the basic monthly costs of operating and maintaining gas pipelines and the costs of meter reading and billing services.

**13. Energy efficiency fee:** Covers the cost of energy efficiency programs, which offer rebates on energy efficient products and services.

**14. Pipeline safety fee:** A fee imposed by the state to fund the Pipeline Safety Bureau.

**15. Franchise fee:** A fee imposed by cities for the use of public rights-of-way to bring natural gas to homes and businesses.

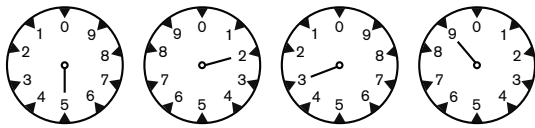
**16. Estimate for next month's gas:** The estimate of your next month's gas bill based on the estimated cost of gas and your usage the previous year.

**17. Usage graph:** Reflects your gas used this month, this month last year and last month as well as average gas usage per day (in both therms and cost).

## HOW TO READ THE METER

Our natural gas meter records the total amount of natural gas used. You can check your consumption by learning to read our gas meter.

To read the gas meter, reference the 4 major dials on the meter. (The smaller dials are used by New Mexico Gas Company for testing purposes only.) Read the dials from left to right, recording the lowest number the hand on each dial has passed. For example, the dials on the sample shown indicate a reading of 5, 2, 3 and 9.



To determine the amount of natural gas consumed since the last meter reading, subtract the previous reading from the current reading.

NMGC employees carry company-issued identification, which you should ask to see if someone represents himself or herself as an employee. If the person does not have identification, or if the situation makes you uncomfortable, do not allow the person into your home. Report the incident to New Mexico Gas Company immediately.

New Mexico Gas Company offers a self read program. For information please contact us at **1-888-664-2726**.

**Estimate:** Your monthly bill reflects the actual amount of gas you used during the previous billing period. However, if we are unable to read our meter due to extreme weather conditions or because we cannot gain access to your property, we will estimate your bill based on your past consumption. If we cannot gain access to our meter, we may leave a postcard on your door informing you that we have not been able to read our meter. Estimated bills are clearly marked "Estimate." We can only estimate your bill for two consecutive months.

If you receive an estimated bill and would prefer to have a bill based on actual usage, please call at 1-888-664-2726 us with your reading within five days.

*Life is simpler when you switch to paperless billing. It's the most convenient, reliable and secure way to receive your bill. Plus it's eco-friendly and free!*

## BILLING INFORMATION, PROGRAMS AND PLANS

Your billing period covers approximately 30 days, although that time span usually overlaps two months (for example, November 15 through December 15). Because the cost of gas changes from month to month, we will charge you using a calculation of average usage for each month's portion of your bill.

We provide two features on each bill: next month's estimated cost of gas and a graph showing the gas used for your current month, last month, and last year. We also provide your average gas usage per day (in therms and costs).

If your bill or gas usage is considerably higher or lower than normal or expected, or if you have questions about your bill, please contact us as soon as possible at **1-888-664-2726**.

New Mexico Gas Company customers have 20 days after the bill is mailed to make payment. After 30 days, unpaid amounts may be assessed a late payment fee.

**Budget Billing:** To help our customers avoid wide month-to-month differences in natural gas bills, we offer a convenient program called Budget Billing. This program averages your payments throughout the year so that you pay a pre-determined amount each month. The amount is based on usage history, and is reviewed and may be adjusted periodically to help avoid over or underpayments.



To be eligible for Budget Billing, you must be current in your bill payments. Enrollment is open to eligible customers at any time. You may also leave the program at any time and any underpayments or overpayments will be reflected on your next bill statement. To enroll, please call Customer Service at **1-888-664-2726** or visit [www.nmgco.com/en/about\\_your\\_bills](http://www.nmgco.com/en/about_your_bills).

**Third-Party Notification:** The Third-Party Notification plan allows us to notify a third-party if a customer's account is at risk of having service disconnected for nonpayment. Third-Party Notification does not obligate the third-party to pay the customer's natural gas bill. The customer is still responsible for payment of the bill. This agreement can be canceled at any time at the request of the customer or the third-party.

For more information, please contact us.

**Identity Theft:** If you believe an account has been opened in your name without your consent or knowledge, we urge you to file an identity theft claim with us. Visit [www.nmgco.com/en/pay\\_my\\_bill](http://www.nmgco.com/en/pay_my_bill) for details and to download an identity theft claim form.

## PAYING YOUR BILL

New Mexico Gas Company offers a variety of payment choices — from the traditional method of mailing a payment each month to having your bill paid automatically. By combining our various payment plans and methods, New Mexico Gas Company customers can customize a payment program that best fits their budgets and lifestyles.



**Pay by Mail:** The traditional way to pay is by mail, using the return envelope provided with your bill. Enclose your check or money order (please do not send cash), along with the payment stub from the bottom of your bill. Please remember to write your New Mexico Gas Company account number on your check or money order.

**Pay in Person:** You may drop off your payment in person at any of our 22 business offices across the state during regular business hours.

A network of Western Union payment locations also accept natural gas payments for a fee.

For a complete list of payment locations, please visit [www.nmgco.com/en/locations](http://www.nmgco.com/en/locations).

When dropping off your payment, please include your payment stub and write your New Mexico

Gas Company account number on your check or money order.

**Card Payment:** Through Speedpay you can pay your New Mexico Gas Company bill using a credit or check card, ATM card or e-check. This service is available 24/7 for a transaction fee. New Mexico Gas Company does not receive any portion of the fee. To use, visit [www.nmgco.com/en/pay\\_electronically](http://www.nmgco.com/en/pay_electronically) or call Speedpay at **1-866-508-9320**.

**Electronic Payment:** You can make a free one-time payment electronically from your checking or savings account. This service is available 24/7. For more information or to make a payment, visit [www.nmgco.com/en/pay\\_electronically](http://www.nmgco.com/en/pay_electronically). Payments made by 6:00 p.m. (MST) will be credited to your account on the next business day.

**Automatic Bank Draft:** You can pay your gas bill automatically each month using our Automatic Bank Draft program. This service allows your payments to be automatically withdrawn from your designated checking or savings account.

You will continue to receive a monthly bill which will tell you the amount of the payment and the payment date. The withdrawal will also appear on your monthly bank statement. You may cancel or make changes to your automatic bank draft anytime by calling New Mexico Gas Company at least three business days before your payment is drafted. For more information and to sign-up, visit [www.nmgco.com/en/pay\\_electronically](http://www.nmgco.com/en/pay_electronically) or call us at **1-888-664-2726**.

*If you plan to be away from your home for an extended period, the Automatic Bank Draft payment program is a great way to ensure your natural gas service is not interrupted.*

**Your Bank or Credit Union Website:** Most banks

and credit unions offer online bill paying. You will still get a copy of your natural gas bill from New Mexico Gas Company for your records, but you won't have to write a check every month. Remember to give your bank or credit union your complete New Mexico Gas Company account number so that your account is properly credited.

**Installment Agreement Plans:** If you are having difficulty paying your bill, New Mexico Gas Company may provide payment options that allow for payment over longer periods. If you meet the qualifications of LIHEAP or are subject to other special circumstances, you may be eligible for an installment agreement. Call us at **1-888-664-2726** for more information.

## PAYMENT ASSISTANCE PROGRAMS

**LIHEAP:** The Low Income Home Energy Assistance Program is administered by the New Mexico Human Services Department. To apply for LIHEAP assistance, visit a New Mexico Human Services Department

office, or Tribal Authority that administers a Tribe's or Pueblo's LIHEAP. To locate the nearest New Mexico Human Services Customer Service line at **1-800-283-4465** or visit [www.hsd.state.nm.us](http://www.hsd.state.nm.us).



**When applying, you will need a copy of a completed LIHEAP application form and the following:**

- Proof of household income for the past 30 days
- Proof of identity of the person placing the application (if not a U.S. citizen, proof of qualified immigrant status).



- Social Security numbers for all household members
- Highest household heating bill for the previous 12 months

**Factors determining LIHEAP eligibility include:**

- Household income
- Immigrant status

**Benefits received from LIHEAP are determined by factors including:**

- Household income/size
- Household members' ages or disabilities

LIHEAP application forms are available from the New Mexico Human Services Department. Or, an application form may be downloaded at [www.nmgco.com/en/low\\_income\\_assistance](http://www.nmgco.com/en/low_income_assistance).

For more information on LIHEAP, please visit a Human Services Department office or call them at **1-800-283-4465**. New Mexico Gas Company employees are available to provide information on the LIHEAP program or the Tribal Authority that administers a Tribe's or Pueblo's LIHEAP. They can provide your account information to the Human Services Department at your request. For inquiries, call us at **1-888-664-2726**.

**Tribal Land Residents:** The following tribes or pueblos administer their own LIHEAP programs:

- Cochiti
- Nambé
- Zia
- Jemez
- Navajo
- Zuni
- Jicarilla
- Sandia
- Laguna
- Santa Ana

If you reside on any of these tribal lands, check with your tribal government or chapter house for application information.

**HEAT New Mexico:** A heating assistance fund supported by New Mexico Gas Company helps customers pay their natural gas bills. HEAT New Mexico is administered by the Salvation Army. For each dollar our customers donate to HEAT New Mexico, we will contribute \$1.50 up to \$150,000.



To make a contribution, simply make a notation on the payment stub of your bill and send your donations with your payment. Or, you can call us and pledge a donation amount to be added to your monthly bill. For more information, please visit [www.nmgco.com/en/low\\_income\\_assistance](http://www.nmgco.com/en/low_income_assistance) or call **1-888-664-2726**.

**Seriously or Chronically Ill:** If you or someone living with you is seriously or chronically ill, you may be able to avoid disconnection if you provide us with all of the following:

- A New Mexico Gas Company Medical Certification Form (valid for 90 days) signed by a licensed physician, physician assistant, osteopathic physician, osteopathic physician assistant or a certified nurse practitioner, stating that the gas service disconnection would give rise to a substantial risk of death or gravely impair health.
- A New Mexico Gas Company Financial Certification Form (valid for 90 days) stating that the account holder qualifies for financial assistance as determined by the Human Services Department or Tribal Authority.

Your obligation to pay your bill is not relieved if gas service is continued or reestablished because we receive these certificates.

## INQUIRIES AND COMPLAINTS

*We are dedicated to providing you with the highest level of customer service. Do not hesitate to call us at 1-888-664-2726 if you have a question about your:*

- Bill
- Charges and Rates
- Account
- Services

If you ever have a billing dispute or become dissatisfied with our services, please call us immediately. We will make every effort to address the situation promptly. If the situation requires further investigation, we will contact you within a reasonable time with our findings.

For billing disputes, you must pay the undisputed portion by the payment due date or your service may be disconnected. Once we resolve the dispute, we will advise you of any further action.

If you are not satisfied with the resolution of your issue, you may file a complaint with the New Mexico Public Regulation Commission by contacting them at:

**PO Box 1269**  
**Santa Fe, NM 87504-1269**

You can also reach them at **1-888-4-ASK-PRC (1-888-427-5772)**.

## NATURAL GAS SAFETY



### TO REPORT ANY NATURAL GAS-RELATED EMERGENCY

If you smell gas, don't delay – get away! Get everyone out of the building immediately and from a safe distance.

- Call 911 immediately
- Then call New Mexico Gas Company at **1-888-NM-GAS-CO (1-888-664-2726)**. Emergency response service is available 24/7.
- Do not turn on or off any electrical or battery-operated devices, as this may cause a spark. That includes not using garage door openers, radios, televisions, computers, cell phones or telephones.
- Avoid open flames. Do not strike a match or flick a lighter. Do not smoke.
- Do not return to the building until the all-clear has been given by New Mexico Gas Company and/or other emergency personnel on the scene

### IF YOU SMELL GAS OUTSIDE

- Clear the area immediately
- Call **911**
- Call New Mexico Gas Company at **1-888-NM-GAS-CO (1-888-664-2726)** from a safe distance away
- Do not use any electric or electronic devices, including cell phones, in the area

## NATURAL GAS SAFETY TIPS

New Mexico Gas Company is committed to the safety of our customers. Natural gas itself is not dangerous, but, like any product in your home, natural gas can present hazards if misused. Because it is an odorless and colorless gas, for your safety we add a harmless ingredient to give it a rotten egg or strong sulphur-like odor to help detect leaks. New Mexico Gas Company urges you to follow these simple safety tips with natural gas appliances.

### Follow the manufacturer's instructions in the care and operation of all natural gas appliances.

- Always have qualified experts handle installations and repairs.
- Always make sure no gas has accumulated around the pilot or burner before relighting a pilot light. If accumulation occurs, call New Mexico Gas Company immediately at **1-888-NM-GAS-CO (1-888-664-2726)**.
- Keep all combustibles away from the flame of your natural gas appliance. Keep burner and surrounding surfaces clean.
- Don't store household chemicals or flammable materials near gas appliances.
- Make sure the flues of any automatically-controlled appliances are kept clean and are correctly vented.
- Never heat a room using your gas stove or oven.
- Use potholders while cooking, rather than a dish towel which can catch fire.
- Teach children never to turn on or light any appliance. All appliances have been approved for safety and many have automatic shut-off valves.

## CARBON MONOXIDE

Carbon monoxide is an odorless, invisible gas that is produced when any type of fuel burns incompletely. When it enters and builds up in your home, it can put you in danger of carbon monoxide poisoning. Carbon monoxide poisoning is one of the leading causes of unintentional/accidental poisoning deaths in the United States. Carbon monoxide can cause a range of symptoms, depending on how much carbon monoxide exists and how long you've been exposed. The first signs of carbon monoxide poisoning include symptoms similar to a cold or flu: mild headaches, fatigue or sleepiness, shortness of breath, light headedness and nausea. It can result in serious illness or even death.

### If you experience symptoms of carbon monoxide poisoning:

- Get to fresh air immediately. Open the doors and windows, turn off any fuel-burning appliances, and leave the building.
- Immediately call Poison Control 24/7 at **1-800-222-1222**. These poisoning experts will help you know if you need further medical attention.

If your carbon monoxide alarm goes off, or anytime you suspect a carbon monoxide problem, call our Emergency Line 24/7 at **1-888-NM-GAS-CO (1-888-664-2726)**.

To protect against carbon monoxide poisoning, install an Underwriters Laboratory (UL) approved carbon monoxide detector in your home and have your furnace and other natural gas-powered appliances inspected by a licensed contractor before the start of each heating season. It's recommended that you test your detector once a

month and replace dead batteries. A helpful rule of thumb is to change the batteries twice a year with daylight savings time.

Please visit [www.nmgco.com](http://www.nmgco.com) for more information about natural gas and carbon monoxide safety.

### **EXCESS FLOW VALVES**

Excess flow valves (EFVs) are devices that can be installed by NMGC on your underground natural gas service line that runs from the main line to the meter. EFVs are designed to restrict gas flow when it exceeds prescribed limits, such as when a service line is damaged due to excavation or other activity. EFVs do not protect against leaks beyond the meter (on your house piping).

EFVs help prevent the buildup of gas, reducing the chance of natural gas fires and explosions, personal injury and property damage. They are not required for the normal, safe operation of customer service lines.

If you choose to install an EFV, installation is performed at your expense. Cost depends on the difficulty of installation. Once installed, there is no additional expense to the customer. For more information, call us at **1-888-664-2726**.

### **CORRUGATED STAINLESS STEEL TUBING**

Corrugated Stainless Steel Tubing (CSST) is a flexible, stainless steel pipe used to distribute natural gas within residential, commercial and industrial structures. Coated with a yellow exterior plastic coating, CSST is usually routed beneath floors, inside interior walls and in attic spaces.

While CSST features many benefits, it must be properly bonded and grounded for safe installation. Proper bonding and grounding will reduce the risk of damage and fire from a nearby lightning strike.

*\*NMGC doesn't provide inspection service for CSST installations. Please contact your builder, contractor or a qualified professional for an evaluation or for more information. Or visit [www.nmgco.com/en/csst](http://www.nmgco.com/en/csst).*



### **FLEXIBLE NATURAL GAS CONNECTORS**

If you have a natural gas appliance that is more than 25 years old, it is a good idea to have the gas connectors replaced. **DO NOT** attempt to check the connectors yourself. Instead, have a qualified technician inspect your appliances and, if necessary, replace the connectors for you.

Flexible natural gas connectors are corrugated metal tubes that attach gas appliances to a home or building's natural gas supply pipes. Some older uncoated brass flexible gas connectors are still in use and can corrode or break. Be cautious when moving an appliance to check the gas connector. This may cause the connector to break, potentially resulting in a gas leak or fire.

### **SEWER LINES**

New Mexico Gas Company, as well as other companies, at times utilize various boring technologies to install underground utilities, including natural gas pipelines. Despite precautions taken, there are rare occasions when a bore may result in a gas line puncturing a sewer line. If your sewer line is blocked, there is a chance the blockage may be caused by an intersecting natural gas pipeline. This can present a serious safety risk if not cleared properly. Before you attempt to clear a sewer pipe, contact a professional plumber for assistance.

## PIPELINE PURPOSE AND RESPONSIBILITY

Your safety is very important to us. We are committed to the safe operation of the extensive network of underground natural gas pipelines we maintain to deliver natural gas to our customers. According to the National Pipeline Safety Board, pipelines are the safest method for transporting natural gas and have the best safety record of any method of bringing natural gas to homes and businesses. As with any fuel, however, natural gas must be handled safely.

As part of our ongoing comprehensive safety program, we work closely with emergency responders and public agencies, as well as provide safety information to public officials, excavators, contractors and our customers. New Mexico Gas Company meets with emergency officials in your area to discuss emergency preparedness and response plans to prepare for various scenarios. New Mexico Gas Company provides natural gas emergency training and specialized equipment to a majority of emergency response organizations and, when necessary, participates in joint response planning with local, state and federal emergency responders. Our experienced engineering experts conduct extensive programs for the safe design, construction and operations of our pipelines, as well as ongoing inspections.

For a listing of these and other pipelines in your area, please visit the Pipeline and Hazardous Materials Safety Administration's National Pipeline Mapping System (NPMS) website at [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov). This website enables you to view the NPMS data one county at a time. NPMS data is for reference purposes only. It should never be used as a substitute for calling New Mexico One Call — 811— before beginning any digging or excavation activity.

## CALL 811 BEFORE YOU DIG

Before beginning any project that involves digging, call New Mexico 811. Utility operators will come out, free of charge, and mark the location of their respective utility lines — electric, telephone, cable, water, sewer and natural gas. New Mexico Gas Company marks natural gas lines in yellow.

Call at least three business days before every digging project. It's not only the law, it's to make sure you don't accidentally hit an underground natural gas pipeline or utility lines. This could cause serious injury to yourself and others, disrupt service to an entire neighborhood and possibly result in costly damages for which you may be charged to repair. It could also lead to fines from the NMPRC.

For more information about New Mexico One Call, visit [www.nm811.org](http://www.nm811.org).

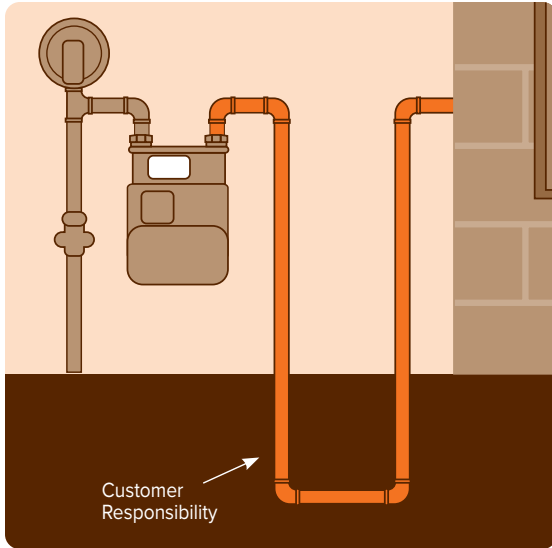
If damage to a natural gas line results in gas escaping from the line, immediately leave the area, call 911, and call New Mexico Gas Company at **1-888-NM-GAS-CO (1-888-664-2726)**.

If you cause even minor damage to a natural gas pipeline, immediately contact New Mexico Gas Company at **1-888-664-2726**. A scrape in the pipeline coating, a dent or a crease in the pipeline may cause a rupture or leak in the future. **DO NOT attempt any repairs yourself.**

## WHAT YOU CAN DO

Preventing damage, recognizing a leak and knowing what to do in the event of a leak are important ways you can help ensure your safety and the safety of others.

New Mexico Gas Company is responsible for maintaining the gas line up to our meter. The maintenance of the gas line between our meter and your home or building is your responsibility.



Buried pipes should be periodically inspected for corrosion and leakage. In some cases, these pipes may not be protected from corrosion, which can weaken or destroy metal.

Any unsafe conditions that are discovered should be repaired. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. Contact your local plumber or heating contractor to assist you in locating, inspecting and repairing your buried pipes. If you are a tenant, please notify your landlord.

For more information on natural gas line safety or maintenance, please visit [www.nmgco.com](http://www.nmgco.com) or call us at **1-888-NM-GAS-CO (1-888-664-2726)**.

***Only New Mexico Gas Company personnel and authorized first responders may perform work on or handle any NMGC gas meter. Unauthorized work or handling of the meter, including turning service on or off, is tampering, is dangerous, and may result in a penalty.***

## NEW MEXICO GAS COMPANY BUSINESS OFFICE LOCATIONS:

### Albuquerque

1625 Rio Bravo  
SW Suite 27

### Alamogordo

2101 Indian Wells

### Anthony

350 Acosta Rd.

### Artesia

510 W. Quay St.

### Carlsbad

2115 San Jose Blvd.

### Chama

2011 S. Hwy 17

### Clayton

97 Santa Fe Drive

### Clovis

600 Georgia

### Espanola

340 Paseo de Onate

### Farmington

603 W. Elm

### Gallup

1510 E. Aztec

### Grants

990 Sakalares Blvd.

### Los Lunas

2431 Main St. SE

### Lovington

1235 W. Ave. D

### Portales

100 W. First St.

### Rio Rancho

1107 Rio Rancho Blvd.  
SE (Hwy 528)

### Roswell

1300 N. Garden

### Santa Fe

1700-C St.  
Michaels Drive,  
Suite 110

### Silver City

1100 N. Hudson

### Taos

1110 Gusdorf Rd.

### Truth or Consequences

2161 Sanford Wilson Rd.

### Tucumcari

209 E. Center St.