

Natural Gas Pipeline



PREPARING FOR WINTER

We want to make sure you have access to information and programs to help manage your natural gas bill during the winter months, when most of our customers use more gas.

We are expecting natural gas prices to be lower than a year ago, although market prices are outside of our control and they can fluctuate. Also, remember that the cost of gas we purchase for you is a passthrough on your monthly bill. In other words, we do not make a profit on the natural gas we purchase on behalf of our customers.

Your bill has various components, including a fee for the services we provide, a charge to provide energy efficiency programs to customers and the cost of natural gas. The biggest change from month to month is the cost of gas.

To lessen the impact of higher prices on your bill during the high-usage winter months, we recommend that you participate in our budget billing program. If you participate in the program, we'll determine your annual cost of gas based on your actual gas usage from the previous year and spread the cost evenly over the next 12 months so you'll pay the same amount each month (subject to adjustment based on actual use).

We also offer rebates through our energy efficiency programs to help you use less natural gas for space heating, water heating and cooking.

And while natural gas remains cost-effective compared to other energy sources, we know some customers might need help with their monthly bill. We can help you with our assistance programs.

To learn more, please call us at **1-888-NM-GAS-CO** (1-888-664-2726) or visit any of our 22 customer walk-in payment centers across New Mexico.



SEWER LINE SAFETY

Natural gas utilities across the country have discovered locations where gas pipes were inadvertently installed through sewer pipes. This is known as a cross bore. A cross bore through a sewer pipe may cause clogged or leaking sewage. In addition, damage to gas pipes when equipment is used to unclog sewer pipes may occur, which can also lead to a gas leak.

Take immediate action if you encounter any of the following signs when you or your plumber clean out a sewer line with a roter device:

- A natural gas odor at the cleanout or inside the building served by the sewer line, even if it's faint or momentary.
- Bubbles rising through standing water or in the toilet bowl.
- To prevent cross bores, it is critical that you or your contractors call 811 before doing any digging so that utilities can come out (free of charge) to mark the location of their underground lines.

If you encounter any of the signs mentioned above, leave the area immediately. From a safe place, immediately call our 24/7 hotline at **1-888-NM-GAS-CO** (1-888-664-2726) or 911. Do not return to the building until New Mexico Gas Company personnel have given the all-clear.



GET REBATES OF UP TO \$1,000 WHEN YOU ADD INSULATION TO YOUR HOME

Adding insulation to your home's attic, roof and crawl space could save you money and improve your home's comfort this winter! Increase your peace of mind while lowering your energy bill by up to 20% and getting rebates of up to \$1,000 from New Mexico Gas Company. Properly sealing and insulating your home can help keep your comfort level up and energy costs down. Insulation helps retain the heat in your home during the winter and also keeps your home cooler in the summer months. Plus, you'll reduce outdoor noise, control humidity, and prevent pollen, dust and insects from entering your home.

Tiered rebate amounts are available depending on the R-value of your existing insulation.

- Tier I Attic or Roof Insulation: Rebate of 40% of the cost, up to \$800
- Tier II Attic or Roof Insulation: Rebate of 40% of the cost, up to \$500
- Crawl Space Insulation: Rebate up to \$200

The roof or attic is typically the most accessible place to add insulation to improve your home's comfort and energy efficiency. Insulation levels are specified by the R-value, a measure of the insulation's ability to resist heat passing through it. The higher the R-value, the better the insulation performance. We understand that keeping your home and family comfortable during the winter is a priority, and we want to help you stay cozy, save money and increase efficiency. Learn more about insulation rebates and find a participating contractor at nmgcgetrebates.com/insulation-rebates.

BUDGETING MADE EASY

Take our short survey to see how your home scores with energy efficiency! The Home Energy Analyzer shows how you can save money and energy in your home. It takes less than five minutes and there's no signup or personal information required. You'll get an energy ranking, savings estimate and upgrade recommendations. Take the survey here: nmgco.com/en/energy_efficiency.

THE COST OF GAS

As a regulated utility, New Mexico Gas Company does not make a profit on the natural gas we purchase on behalf of our customers but passes the cost from suppliers directly on to you without markup. Current rates are available on our website at nmgco.com/en/cost_of_gas or by calling **1-888-NM-GAS-CO** (1-888-664-2726).

CUSTOMER SERVICE GUIDES

A summary of New Mexico Gas Company customers' rights and responsibilities is included in our Customer Service Guide. These free guides are available in English and in Spanish on our website. You may also request to have a copy mailed to you by calling or emailing us.

HOW TO REACH US AT NEW MEXICO GAS COMPANY

For a list of our Business Offices and walk-in locations, please visit www.nmgco.com.

Para información en español llámenos al 1-888-NM-GAS-CO (1-888-664-2726) o visite nuestro sitio en línea www.nmgco.com.

PHONE

Customer Service:

505-697-3335
(Albuquerque Metro)
or toll free:
1-888-NM-GAS-CO
(1-888-664-2726)

Call Center Hours

7:30 AM - 6 PM weekdays

Gas Leaks/Emergencies 24/7

1-888-NM-GAS-CO
(1-888-664-2726)

CONNECT WITH US ONLINE

Customer Service Email:

customerservice@nmgco.com

Website

www.nmgco.com

New Mexico 811

Call 811 before you dig



@nmgasco



[Facebook.com/NMGasCo](https://www.facebook.com/NMGasCo)



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@nmgasco

MAILING ADDRESSES

Correspondence Address

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

Payment Address

New Mexico Gas Company
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Albuquerque, NM 87125-7885