

Natural Gas Pipeline



WHAT IS LIQUEFIED NATURAL GAS? AND WHAT DOES IT MEAN FOR OUR CUSTOMERS?

New Mexico Gas Company is seeking to build a Liquefied Natural Gas (LNG) storage facility on the west mesa on the outskirts of Rio Rancho to help provide more reliable and affordable natural gas to our customers. LNG is a non-toxic liquid that is cooled to minus-260 degrees Fahrenheit for storage. Later, it is warmed and restored to gas in a process called vaporization. The LNG storage facility will be used as a “peak shaving facility,” which means it will be filled during the summer months when natural gas usage and prices are generally low, and the stored LNG will be used as needed during the winter season.



WHY DOES NEW MEXICO GAS COMPANY NEED AN ON-SYSTEM STORAGE FACILITY?



Southern Arizona LNG Reliability Project in Tucson. Photo: Southwest Gas

The LNG facility is intended to help shield customers from high gas prices, enhance system reliability during the coldest times of the year, and eventually replace NMGC’s dependence on leased underground storage in Texas. Many New Mexicans remember Winter Storm Uri and the bitterly cold temperatures in February 2021. During that time, NMGC was prevented from receiving all of the gas we owned and held in the Texas facility. As a result, we spent over \$100 million in one week of February 2021 to purchase gas at market rates. That’s the same amount we spent on gas for our customers during all 12 months of 2020.

The New Mexico Public Regulation Commission (PRC) asked NMGC to explore solutions to protect customers from extraordinary price swings like those that occurred in February 2021. This project was developed in response to that request. To improve reliability and cost savings for our customers, we anticipate that having stored gas here in New Mexico, where our customers need it, will be a better solution than relying on storage in Texas. It is our goal that on the coldest winter mornings, you will have a warm house when you wake up and a warm shower before you go to work.

As always, safety is our priority with the LNG project. There are similar storage facilities operated by gas utilities in 20 other states, and we will incorporate 40 years of best safety practices in the operation of this state-of-the-art facility. If approved by the PRC, construction will begin in 2024 and the facility will go into service by late 2026.

For more information, see www.nmgco.com/en/lng.

OPEN MEETINGS

The New Mexico Public Regulation Commission recently changed its Open Meetings Policy. The resolution adopted by the PRC can be found at [Annual-Open-Meeting-Policy-for-2023.pdf \(nm-prc.org\)](http://www.nm-prc.org)



GAS PIPELINE SAFETY

New Mexico Gas Company maintains more than 12,000 miles of natural gas pipelines across New Mexico. According to the U.S. Department of Transportation, pipelines are the safest, most environmentally friendly and most efficient and reliable mode of transporting natural gas. Here are some tips to help you stay safe:

Call Before You Dig. Before you start a project that requires digging, call 811 at least three working days in advance. New Mexico Gas Company gas lines will be marked up to the gas meter at no cost.

Recognizing A Gas Leak. There are several ways to recognize a gas leak, including an unusual hissing noise, a rotten egg smell, blowing dirt, bubbles appearing in still water, unusual dry spots on the ground or dead vegetation – all for no apparent reason.

What To Do If There's A Gas Leak. Leave the area immediately and, from a safe distance, call 911 and New Mexico Gas Company at 1-888-NM-GAS-CO (1-888-664-2726) any time of the day or night.

Hazards. Natural gas doesn't explode on its own, but it will ignite if there is a source of ignition such as a flame or spark. Striking a natural gas line could result in damage, including explosions, fire and even death. It is critical for your safety that you call 811 before you dig.

For information, visit www.nmgco.com and click Safety for details about these and other safety topics.

SEGURIDAD DE LOS GASODUCTOS

New Mexico Gas Company mantiene más de 12,000 millas de gasoductos a través de Nuevo México. Según el Departamento Estadounidense de Transporte, las tuberías son el modo más seguro, más ecológico y más eficiente y confiable de transporte de gas natural. Aquí hay algunos consejos para ayudarlo a mantenerse seguro.

Llame antes de excavar. Antes de comenzar un proyecto que requiere excavación, llame al 811 por lo menos tres días hábiles antes de comenzar su proyecto. Las líneas de gas de New Mexico Gas Company serán marcadas junto con las líneas de otras utilidades.

Reconociendo una fuga de gas. Hay diferentes formas de reconocer una fuga de gas, incluyendo un extraño sonido sibilante, un olor a huevo podrido, tierra que está soplando sin razón aparente, un extraño lugar seco en la tierra o vegetación muerta por ninguna razón aparente.

Que hacer si hay una fuga de gas. Aléjese del área inmediatamente y llame al 911 y a New Mexico Gas Company en 1-888-NM-GAS-CO (1-888-664-2726) desde una distancia segura, a cualquier hora del día o de la noche.

Peligros. El gas natural no explota por sí mismo, pero se encenderá si hay una fuente de ignición como una centella. Golpear una línea de gas natural podría provocar daños, incluyendo explosiones, incendios e incluso la muerte. Por eso es fundamental para su seguridad que llame al 811 antes de excavar.

Para más información, visite www.nmgco.com para detalles sobre estos y otros temas de seguridad.

THE COST OF GAS

As a regulated utility, NMGC 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. Current rates are available on our website at www.nmgco.com/en/cost_of_gas or by calling 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)

ONLINE

Customer Service Email:

customerservice@nmgco.com

Website

www.nmgco.com

New Mexico 811

Call 811 before you dig



@nmgasco



Facebook.com/NMGasCo



@nmgasco



@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