

Natural Gas Pipeline



March 2009 | nmgco.com

We're Your New Natural Gas Company

Hello! We're New Mexico Gas Company and recently became the natural gas company for much of New Mexico. Although we may have introduced ourselves to you last month, we want to be sure all of our new neighbors have a chance to get acquainted with us.

Whether you were a PNM gas customer or are a new customer, we want you to know that New Mexico Gas Company is committed to providing you with continued safe, reliable service and the highest quality of customer care.

We hope this issue of Natural Gas Pipeline will help you get to know us. If you don't find the answers to your questions here, please visit our website at nmgco.com or call our Customer Service Department, toll-free, at 888-NM-GAS-CO (888-664-2726).

About Your New Mexico Gas Company Bill

If you're a former PNM gas customer, your new bill from New Mexico Gas Company will probably be familiar to you. Instead of a combined electric and gas bill from PNM, you will now get two separate bills: one for your electricity from PNM and one for your natural gas from us. While the billing transition will be seamless for you, remember that you will now need to make two separate payments.

Your check or money order for the gas bill should be made out to New Mexico Gas Company. Be sure to write your New Mexico Gas Company account number on your check or money order and include your payment stub when paying your natural gas bill.



LIHEAP May Be Able To Help You Pay Your Heating Bills

The Low Income Home Energy Assistance Program (LIHEAP) can provide assistance with heating payments for qualified low-income New Mexico residents. The LIHEAP program is administered by the New Mexico Human Services Department. To apply for assistance, visit a state Human Services office. You will need a completed LIHEAP application and the following information:

- Proof of household income for the past 30 days
- Proof of identification of the person placing the application
- If not a US citizen, proof of qualified immigrant status
- Social Security numbers for all household members
- Highest household heating bill for the previous 12 months.

To locate the nearest New Mexico Human Services office, call New Mexico Human Service Customer Service line, toll free, at 800-283-4465. You may also download a copy of the LIHEAP application form at hsd.state.nm.us/pdf/lhp_602.pdf.

New Mexico Gas Company will provide your account information to Human Services only at your request. Make this request by calling New Mexico Gas Company at 888-NM-GAS-CO (888-664-2726).

For income eligibility guidelines, visit nmgco.com or call us.

Tribal Land Residents

The following tribes administer their own LIHEAP programs:

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

If you live on the lands of any of these tribes, check with the tribal government or a chapter house for application information.



Asistencia Del LIHEAP

El Programa de Ayuda Financiera para la Energía Habitacional de Bajo Ingreso (LIHEAP - iniciales en inglés) es administrado por el Human Services Department of New Mexico (Departamento de Servicios Humanos de Nuevo México). Para solicitar asistencia bajo de LIHEAP, visite una oficina de Human Services Department con una solicitud de LIHEAP completa y la siguiente información:

- Prueba de ingresos familiares de los últimos 30 días.
- Identificación de la persona que presenta la solicitud.
- En caso de no ser ciudadano de los EE.UU., prueba de estado de inmigrante calificado.
- Números del Seguro Social de los miembros del grupo familiar.
- Cuenta de calefacción más alta del hogar de los últimos 12 meses.

La elegibilidad para el programa LIHEAP y para recibir posibles beneficios se determina por factores que incluyen el tamaño del hogar, los ingresos totales, el estado como inmigrante, las edades y discapacidades de los miembros del grupo familiar. (Para obtener una guía de límites de ingresos, visite www.nmgco.com.) Si califica para obtener asistencia del LIHEAP, la New Mexico Gas Company no desconectará su servicio por falta de pago durante la moratoria de desconexión que finaliza el 15 de marzo de 2009.

Una serie de gobiernos tribales administran sus propios programas de LIHEAP. Para obtener una lista de las tribus que participan, visite nuestro sitio Web o llame a 888-NM-GAS-CO (888-664-2726).

Heating Season Protection

Protection from winter shut-off ends March 15, 2009. To avoid potential disconnection of services please contact New Mexico Gas Company at 888-NM-GAS-CO (888-664-2726). Para información en español llame 888-NM-GAS-CO (888-664-2726).

Protección Para La Temporada De Calefacción

La protección contra la desconexión de servicios durante el invierno termina el 15 de marzo de 2009. Para evitar la desconexión de servicios, por favor contacte a New Mexico Gas Company al 888-NM-GAS-CO (888-664-2726).

Customer Payment Plans

Wish you didn't have to remember to pay your gas bill each month? You can pay your bills automatically by enrolling in the **Automatic Bank Draft** program. With this convenient service, your payment is automatically transferred from your designated savings or checking account each month. You will receive a copy of your monthly bill statement before your payment is due.

If you already paid your PNM bill through **Automatic Bank Draft**, that same service will be automatically provided for you for your gas bills from New Mexico Gas Company. Or, if you wish to enroll, call us for an automatic bank draft form, or download one from our website at nmgco.com. To change your bank draft authorization or withdraw from the program, just contact New Mexico Gas Company, toll-free, at 888-NM-GAS-CO (888-664-2726). Please allow at least three (3) business days before your payment is due to stop your automatic drafts.

Our **Budget Billing Plan** is a perfect complement to the Automatic Bank Draft plan. This allows our residential customers to avoid month-to-month fluctuations in their natural gas bills to make budgeting easier. Your monthly amount is pre-determined based on usage history, so it is recommended, but not required, that you have at least 12 months at your current residence before enrolling. We review your Budget Billing twice a year and make adjustments, if necessary. The mid-year review provides an opportunity to make adjustments for customers whose accounts are significantly over or under-collected.

To be eligible for Budget Billing, you must be:

- Current on your bill payments
- Remain current in your payments

To enroll in Budget Billing, or for more information, call 888-NM-GAS-CO (888-664-2726).

The Cost of Gas

The change of your natural gas provider to New Mexico Gas Company will not mean an increase in base rates for providing natural gas service. As a regulated utility, New Mexico Gas Company does not make a profit on the natural gas our customers use. We pass along the cost of natural gas from natural gas suppliers. Changes in the cost of natural gas depend on the market. Natural gas prices this year are lower compared to this time last year.



The cost of gas is a line item on your bill.

- Estimated March average residential gas bill: \$81.71. This is 26 percent lower, compared with the same month last year.
- Estimated March cost of gas: \$0.4674 per therm.
- Estimated March average residential gas use: 96 therms.

The forecasted average home gas consumption was used to calculate the estimated March bill.

How To Contact The NMPRC

Meetings of the New Mexico Public Regulation Commission (NMPRC) are open to the public. It is your chance to learn more and express your views on all regulatory issues New Mexico Gas Company faces. Copies of the NMPRC Open Meetings Policy and Notice are available at the NMPRC office (PO Box 1269, Santa Fe, NM 87504-1269) or at: nmprc.state.nm.us. Copies also are available at New Mexico Gas Company Business Offices.

Customer Service Guides

A summary of New Mexico Gas Company customers' rights and responsibilities is included in the New Mexico Gas Company Customer Service Guide. These free guides are available, in English and in Spanish, at any New Mexico Gas Company Business Office or on our website: nmgco.com. You also may have a copy mailed to you by calling 888-NM-GAS-CO (888-664-2726).

HOW TO REACH US NEW MEXICO GAS COMPANY

Customer Service: 888-NM-GAS-CO (888-664-2726)

Customer Service E-Mail: customerservice@nmgco.com

Gas Leaks/Emergencies: 888-NM-GAS-CO (888-664-2726)

On The Web: nmgco.com

New Mexico One Call: 811

Mailing Address

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

New Mexico Gas Company Business Offices

Albuquerque

1625 Rio Bravo SW
Ste. 27

Alamogordo

1108 Cuba Ave.

Anthony

826 Anthony Drive

Artesia

510 W. Quay St.

Carlsbad

2903 Pecos Hwy

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

307 N. First St.

Los Lunas

2431 Main St. SE

Lovington

1235 W. Ave. D

Portales

100 W. First St.

Rio Rancho

1109 Rio Rancho Blvd.
SE (Hwy 528)

Roswell

1300 N. Garden

Santa Fe

2041 S. Pacheco

Silver City

1100 N. Hudson

Taos

1110 Gusdorf Road

Truth or

Consequences

405 Austin St.

Tucumcari

209 E. Center St.

Who Maintains Your Gas Lines?

If you're a New Mexico Gas Company customer, you may not be aware that New Mexico Gas Company is responsible for maintaining the gas line only up to your gas meter. The maintenance of your gas line between your 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. 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 New Mexico Gas Company gas line maintenance, call us at 888-NM-GAS-CO (888-664-2726).

