

Natural Gas Pipeline



September 2009 | nmgco.com

Time For A Furnace Check-up

For the safety of you and your loved ones, New Mexico Gas Company service technicians recommend that you have your furnace professionally checked every year before you turn it on for the winter. The older the furnace, the more important it is to have it serviced annually. In addition to being tested and inspected, your furnace may require adjustments, burner cleaning, repairs or replacement of worn parts to make sure it is working safely and efficiently. A dirty and poorly running or ventilated furnace, especially an older one, can build up dangerous amounts of carbon monoxide if the natural gas burns incompletely.

A licensed plumber or heating contractor should perform these safety checks:

- Carbon monoxide safety test.
- Heat exchanger and fire box tests for leaks, cracks and other damage.
- Inspection of venting system to make sure the furnace is properly ventilated with no cracks or blockages.
- Chimney and flue checked for hazardous debris.
- Burners cleaned and set for proper combustion and ignition.
- Gas pilot safety system checked and cleaned.
- Proper flame characteristics evaluated. The flame should look sharp, stable and blue to indicate the gas is burning as purely as possible. A yellow flame indicates a poorly adjusted or dirty burner, which prevents it from mixing the gas and air properly.
- Fan, motor, bearings, belts and pumps checked, cleaned and lubricated, according to the furnace's specifications. Fan belt condition, tension and alignment checked and required adjustments made. Blower operation checked.
- Operation of thermostat and safety controls checked.

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What you can do:

- Change your furnace filter every month while the furnace is in use.
- Keep your sidewall vents and ducts to the outside free from blockages, such as snow build-up during the winter.
- Install a carbon monoxide detector in your home. Please visit our website for more information on installation, location and maintenance of a carbon monoxide detector.

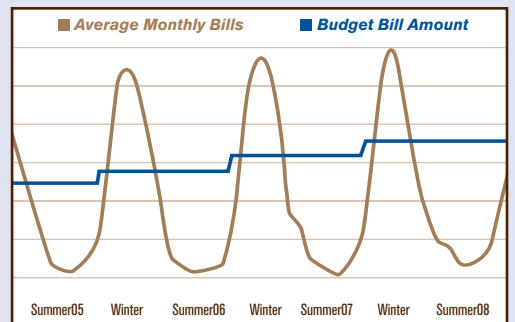


Budgeting Made Easy

Winter is fast approaching. With cold weather comes natural gas bills that can be an average of about six times higher than bills during the summer. Furnaces that keep us warm are the biggest users of natural gas in most homes and businesses. The cost of gas we buy and pass on to you is also usually higher during the winter when demand for natural gas increases.

New Mexico Gas Company offers a program to help our customers avoid getting an unexpectedly large natural gas bill. To make managing your budget easier, we offer Budget Billing that evens out your monthly bills so you pay the same amount each month. Over time, Budget Billing doesn't cost you more or less for the natural gas you actually use, compared to regular billing.

To receive the most benefits of the program, the best time to sign up for the year is now! You can enroll or unenroll in Budget Billing at any time, though. When you leave the program, any balance is reflected on your next bill. To learn more about how Budget Billing may help you and how to enroll, please drop in at any New Mexico Gas Company Business Office, call us at **888-NM-GAS-CO (888-664-2726)** or visit our website at nmgco.com/Budget_Billing/.



What To Do If You Smell Gas

If you smell gas or suspect a gas leak, **don't delay – get away!** Get everyone away from the area or out of the building immediately, then call New Mexico Gas Company from a safe distance. **Call us anytime, day or night, toll-free, at 888-NM-GAS-CO (888-664-2726).**

Do not do anything that might cause a spark, including turning on or off any electrical or battery-operated devices or using garage door openers, radios, televisions, computers or telephones. Avoid open flames. Do not strike a match or flick a lighter. Do not smoke. Do not return to the building until gas company safety experts have given the all-clear.

Please visit our website, nmgco.com, for more information about these and other safety topics.



Que Hacer Si Huele Gas

Si usted huele gas o sospecha un escape de gas, **no espere – sálgase!** Lleve a todos lejos del área o fuera del edificio inmediatamente, entonces llame a La Compañía de Gas de Nuevo México de una distancia segura. Llámenos en cualquier momento día o noche en **888-NM-GAS-CO (888-664-2726).**

No haga nada que pueda causar una chispa, incluyendo prender o apagar ningún aparato eléctrico o de batería, ni utilizar abridores de puerta de garaje, las radios, las televisiones, las computadoras ni los teléfonos. Evite llamas abiertas. No encienda fósforos o encendedores de cigarrillos. No fume. No vuelva al edificio hasta que los expertos de seguridad de la compañía de gas digan que todo está bien.

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

HEAT New Mexico — You Can Make a Difference

Cold weather will be here before we know it and so will New Mexicans who need help paying their winter heating bills. New Mexico Gas Company's **HEAT New Mexico** fund helps income-qualifying customers pay their heating bills this winter and is administered by the Salvation Army. Please contribute to this new fund by making a notation on the payment stub of your gas bill and sending your tax-deductible donation with your payment. Or, call us and pledge any donation amount to be added to your monthly gas bill. Thank you! For more information, please visit our website at nmgco.com/Heat_New_Mexico/.

Your contributions will help keep others warm this winter.



LIHEAP May Be Able To Help

The Low Income Home Energy Assistance Program (LIHEAP) provides assistance with heating bills for income-qualifying 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. To locate the nearest New Mexico Human Services office, call **New Mexico Human Service Customer Service** line, toll free, at **800-283-4465**. To apply, 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.

For income eligibility guidelines, a copy of the LIHEAP application form, and more information, please visit nmgco.com/LIHEAP or call us at **888-NM-GAS-CO (888-664-2726)**.



Remember, if you qualify for winter season moratorium protection from winter shut-offs, you still owe your natural gas bills sent during the moratorium.

We recommend you continue to make payments during the winter to avoid accumulating large bills.

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 Low Income Home Energy Assistance Program (LIHEAP) puede proporcionar asistencia con los pagos de calefacción para residentes de ingresos bajos de Nuevo México que califican. El programa LIHEAP es administrado por el New Mexico Human Services Department. Para aplicar por asistencia, visite una oficina del Human Services Department. Para localizar la oficina más cercana de Human Services Department, llame gratis al Departamento de Servicio al Cliente de **New Mexico Human Services en 800-283-4465**. Usted necesitará una aplicación completada de LIHEAP y la información siguiente:

- Prueba de ingresos de casa por los últimos 30 días
- Prueba de identificación de la persona que está aplicando
- Si no es un ciudadano de los Estados Unidos, prueba del estatus del inmigrante. Números de Seguro Social para todos los miembros de la casa
- La factura o cuenta de calefacción más alta de los últimos 12 meses.

Para las pautas de elegibilidad de ingresos, una copia de la aplicación de LIHEAP, y más información, visite por favor a nmgco.com o llámenos.

Customer Service Question of the Month



Our customer service staff answers this month's most-asked question.

Q. Do I need to notify New Mexico Gas Company if my phone number changes?

A. Yes. Please note that we do not sell or share your phone number. It is important for your safety that we have your current phone number in case we need to reach you in the event of an emergency or to contact you about your account or service.

The Cost of Gas

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, so the cost depends on changes in the market. The cost of gas is a line item on your bill. The estimated September cost of gas per therm decreased 0.4% from last month, and decreased 49.9% from last September.

- Estimated September average residential gas bill*: \$22.37, which is 25.7% lower compared to last September's estimated bill.
- Estimated September cost of gas: \$0.4177 per therm.
- Estimated September average home gas use: 17 therms.

We do not make a profit on the natural gas our customers use.

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

HOW TO REACH US AT NEW MEXICO GAS COMPANY

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

Customer Service Email:
customerservice@nmgco.com

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

Website: nmgco.com
New Mexico One Call: 811

Correspondence Address

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

Payment Address

New Mexico Gas Company
PO Box 173341
Denver, CO 80217-3341

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