



New Mexico

GAS COMPANY

CUSTOMER SERVICE GUIDE



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About Your Gas Company

New Mexico Gas Company is proud to be the natural gas service provider for most of the state of New Mexico and we are committed to providing safe, reliable and economical natural gas service to each of our almost 500,000 customers in the state.

This guide is provided to give you a wide array of information about the policies, services, programs and requirements of New Mexico Gas Company. This includes the rights and responsibilities of you, the customer in accordance with 17.5.410 NMAC, as well as those of New Mexico Gas Company. We suggest you review this Customer Service Guide carefully and save it for future reference. If you have additional questions regarding New Mexico Gas Company services and procedures, please visit our web site: www.nmgco.com or call our Customer Service Center at 888-NMGASCO (888-664-2726).

About Our Regulators

New Mexico Gas Company is a regulated utility, which means we operate under the rules and regulations established by the New Mexico Public Regulation Commission (NMPRC). For more information about the NMPRC, visit <http://www.nmprc.state.nm.us/> or call 1-888-4ASK-PRC (1-888-427-5772)

About this Customer Service Guide

This booklet includes information we are required to provide you under NMPRC guidelines and also information we think will help you understand our rules and procedures.

The topics covered in this guide include:

- Establishing and ending service
- Billing procedures
- Payment standards and requirements
- Security deposits and guarantee requirements
- Service shut-off and restoration procedures
- Service, inquiry and complaint procedures
- Your rights and responsibilities regarding billing and service disputes
- Natural gas safety

Our Customer Service Representatives are trained to help you with any questions or concerns you may have regarding your natural gas service or bill. Just contact us by phone, on-line or by mail and we will be happy to assist you.



ESTABLISHING RESIDENTIAL SERVICE

You may start or transfer residential service by contacting New Mexico Gas Company Customer Service toll-free at 888-NMGASCO (888-664-2726) between 7:30 a.m. and 6 p.m. weekdays.

New Customers: New customers may be asked to pay a deposit of 1-1/2 times the highest bill experienced at the service address.

Existing Customers: To transfer service to another address or to voluntarily terminate service, contact us as soon as possible to avoid gaps in service or additional charges due to billing cycles. Deposits are not required to transfer service to a new address if you are a current customer with a good credit history with New Mexico Gas Company.

Deposits: When required, a deposit will be equal to 1-1/2 times your highest bill during the past 12 months. If you do not have a balance outstanding, the deposit will be included in your first bill. If you have a balance outstanding, the deposit will be required before service is started.

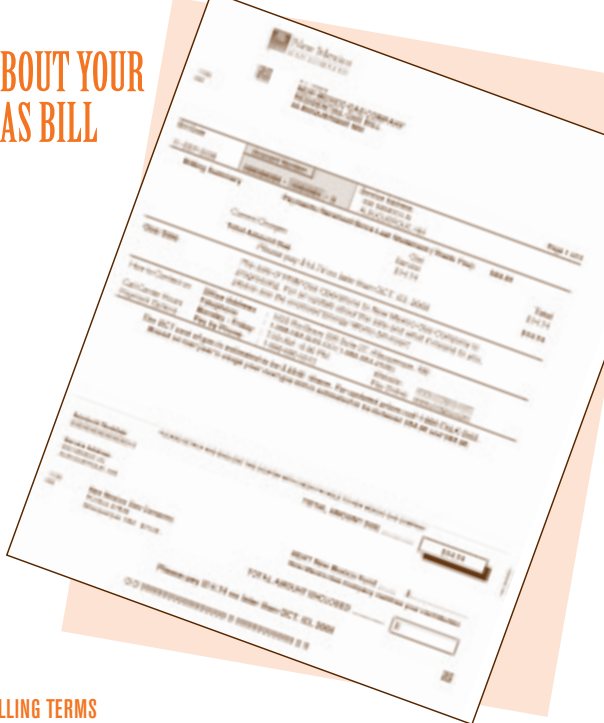
Shut-offs: If your service is terminated for non-payment, New Mexico Gas Company may require payment of all past due charges, including deposits and any applicable reconnection fees, before service is restored.

Identify 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.nmgasco.com for details and to download an Identify Theft claim form.

Restoring Service: If your natural gas service is terminated for non-payment, New Mexico Gas Company may require payment of all outstanding charges, including deposits and any applicable reconnection fees, before your service is restored. If deposit is required, it will be equal to 1-1/2 times your highest bill during the past 12 months.

Change of Mailing Address: If you would like your bill mailed to an address other than your service address, contact New Mexico Gas Company with the relevant information. Please have your account number available when calling. You may call Customer Service at 888-NMGASCO (888-664-2726).

ABOUT YOUR GAS BILL



BILLING TERMS

The following is a list of definitions for commonly used billing terms:

ACCESS FEE: Reflects the basic monthly cost for maintaining and operating the New Mexico Gas Company pipelines and for meter reading and billing services

COST OF GAS: The price New Mexico Gas Company pays to buy natural gas from the producers for use by our customers. New Mexico Gas Company does not make a profit on the cost of buying gas. This purchase price is passed-through to the customer.

DISTRIBUTION CHARGE: Covers costs associated with distributing natural gas to your cities and towns as well as some customer service costs.

ENERGY EFFICIENCY FEE: Covers the cost of energy efficiency programs approved by the New Mexico Public Regulation Commission. The fee for “gas energy efficiency” is a percent of the total customer bill for commercial and residential customers.

FRANCHISE FEE: Is imposed by cities for the use of public rights-of-way to bring natural gas service to your homes and businesses.

PAYMENT DUE DATE: The calendar date your current bill is due. Any past due charges are applicable to the original due date.

PIPELINE SAFETY FEE: A charge imposed by the State of New Mexico to fund pipeline inspections by the Pipeline Safety Bureau.

SURCHARGE: A net amount including charges for past gas contract settlements and a rebate associated with sharing of profits from off-system natural gas sales.

THERM: One Therm equals 100,000 Btus and represents the thermal energy content of the natural gas consumed.

TRANSMISSION FEE: Costs associated with transporting natural gas from the producer to the customer distribution point.

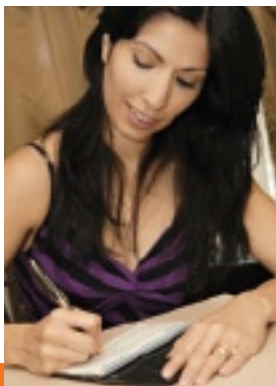
PAYING YOUR BILL

Your billing cycle covers approximately one month, although that 30-day span usually overlaps two months (for example, November 15 through December 15). Because the cost of gas for New Mexico Gas Company customers changes from month to month, we will charge you for usage on a pro-rata basis.

If you have any questions or concerns about your bill, please contact us as soon as possible at 888-NMGASCO (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.

New Mexico Gas Company offers a variety of bill payment choices – from the traditional method of mailing a payment each month to having your bill paid automatically. By combining our various payment plans with our payment methods, New Mexico Gas Company customers have the option to customize the payment program that best fits their budget and lifestyle.



PAYMENT OPTIONS

Pay by Mail: Enclose a check or money order (please do not send cash) along with your payment stub from the bottom of your bill in the self-addressed envelope included with your bill. Be sure to include your New Mexico Gas Company account number on your check or money order.

Pay in Person: You may pay your bill at any New Mexico Gas Company Business Office. Please have your payment stub available. (A list of locations is included at the back of this booklet or visit www.nmgco.com)

Third-Party Payment Locations: New Mexico Gas Company provides a network of third-party vendors who will accept gas bill payments. These vendors include designated Western Union locations. Please be sure to use only approved third-party locations. Note: Vendors may charge a transaction fee for this service. For a list of payment locations, visit www.nmgco.com.

On-line/Telephone Payment: You may make a payment to your New Mexico Gas Company account by phone or on-line using a Visa, MasterCard or Discover credit card, a debit card or electronic check. This service is available 24/7 at 1-866-680-5512 through a bill processing service, BillMatrix Corp. BillMatrix charges a \$2.95 fee for each transaction. Fees are subject to change. New Mexico Gas Company does not receive any portion of this fee.

Installment Payment Plans:

If you are having difficulty paying your bill New Mexico Gas Company provides payment options in some cases that allows for payment over longer periods of time. If you are low income, elderly, disabled or have other special circumstances, you may be eligible for an extended payment plan. Call New Mexico Gas Company at 888-NMGASCO (888-664-2726) for more information.

Automatic Bank Draft: With Automatic Bank Draft your payment is automatically transferred from your designated savings or checking account each month. You will receive a monthly bill statement before your payment is due. You can stop Automatic Bank Draft anytime by contacting us at 1-888-NMGASCO (1-888-664-2726) at least three (3) business days before your payment is due. To enroll, call us for an authorization form or download a form from our web site: www.nmgco.com.

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

Budget Billing: Budget Billing allows residential customers to pay a pre-determined amount each month based on consumption history, so it is recommended, but not required, that you have at least 12 months in your current residence before enrolling. Your account is reviewed and adjusted periodically to help avoid over- or underpayments in your settlement month.

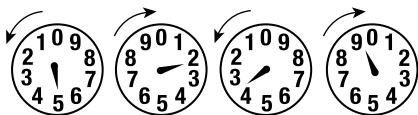
To be eligible for Budget Billing, you must be:

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

Enrollment is open to eligible customers at any time. You may leave the program at any time, but, any underpayment pending will be reflected on your next bill statement.

To enroll, call New Mexico Gas Company or visit www.nmgco.com.

HOW TO READ YOUR METER



Your natural gas meter records the total amount of natural gas used. You can check your consumption by learning to read your meter. To read your natural gas meter, reference the four major dials on your 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 – or 5,239 cubic feet. To determine the amount of natural gas consumed since the last meter reading, subtract the previous reading from the current reading.

WHEN WE CAN NOT READ YOUR METER: Your monthly bill reflects the actual amount of gas you used during the previous billing period. However, if we are unable to read your meter due to extreme weather conditions or because we

could not gain access to your property, we will estimate your bill based on your past consumption. Estimated bills are clearly marked "ESTIMATE." We can only estimate your bill for two consecutive months.

We will leave a special postcard on your door informing you that we have not been able to read your meter. We then might call you and ask you to read your meter using the guidelines outlined in the "How to Read Your Meter" section above. Or you can call us and report your meter reading.



Some customers find it convenient to mail us their meter reading each month. If this would be convenient for you, call us at 888-NMGASCO (888-664-2726) and request a supply of meter reading postcards.

All New Mexico Gas Company meter readers carry company-issued identification, which you should ask to see if someone represents themselves as a New Mexico Gas Company meter reader. 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 is dedicated to providing you with the highest level of customer service. Issues with your account can usually be easily resolved if you contact one of our Customer Service Representatives at 888-NMGASCO (888-664-2726). Don't hesitate to call if you have a question about your bill, or feel there may be an issue with your account.

Filing a Complaint: Should you ever have a billing dispute or become dissatisfied with any of our services, please call us immediately. We will make every effort to resolve the situation during your first call. However, if the situation requires further investigation, we will contact you within a reasonable amount of time with our findings.

For bill disputes, you must pay the undisputed portion within five (5) days of notifying us of the complaint, or your service may be discontinued. Once we resolve the dispute, we will send you an amended bill, plus any applicable refund or credit.

If you are not satisfied with the resolution of your issue, you may file a complaint with the New Mexico Public Regulation Commission. The NMPRC may be contacted by mail at PO Box 1269, Santa Fe, New Mexico 87504-1269, or by calling 1-888-4-ASK-PRC (1-888-427-5772).

PAYMENT ASSISTANCE PROGRAMS

LIHEAP: The Low Income Home Energy Assistance Program (LIHEAP) is administered by the New Mexico Human Services Department. To apply for LIHEAP assistance, visit a state Human Services office with a completed LIHEAP application and the following information:

- Proof of household income for the past 30 days
- Photo 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.



New Mexico Gas Company will provide your account information to Human Services only at your request. To make this request, call New Mexico Gas Company at 888-NMGASCO (888-664-2726).

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

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

Tribal Land Residents - The following tribes administer their own LIHEAP programs:

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

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

HEATING SEASON MORATORIUM: If you qualify for low-income assistance, you also may qualify for the New Mexico heating season moratorium on disconnection. Eligible customers, who notify New Mexico Gas Company of their eligibility, will not have their natural gas service disconnected from November 15, through March 15. You still are responsible for payment of all charges accumulated before and during the heating season. We recommend you continue to make payments during the heating season to avoid large bills at the end of the moratorium period. For more information, contact New Mexico Gas Company.

Medical Emergency: If you can't pay your bill, and 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's assistant, osteopathic physician, osteopathic physician's assistant or a certified nurse practitioner, stating that the service disconnection might endanger the seriously or chronically ill person's health or life.

- A New Mexico Gas Company Financial Certification form (valid for 90 days) stating that the customer qualifies for financial assistance as determined by the New Mexico Human Services Department or other organizations providing charitable assistance, or a copy of the customer's current Medicaid Eligibility identification.
- A payment plan.

THIRD-PARTY NOTIFICATION: The Third-Party Notification plan allows New Mexico Gas Company to notify a third party if a customer's account is more than 30 days past due, or if the customer is at risk of having their service disconnected. Third-Party Notification does not obligate the third party to pay the customer's energy bill. The customer is still responsible for payment of the bill. The agreement can be canceled at any time at the request of the customer or the third party. For more information, please contact New Mexico Gas Company.

HEAT New Mexico: For each dollar New Mexico Gas Company customers donate to this heating assistance fund, the Gas Company will contribute \$1.50. The proceeds will help members of the community who are struggling to pay their heating bills. To make a contribution, go to our web site: www.nmgco.com or call 888-NMGASCO (888-664-2726).

ABOUT NATURAL GAS SAFETY

Natural Gas Safety Facts: Natural gas itself is not dangerous. But, like any product in your home, natural gas can present hazards if misused. New Mexico Gas Company urges you to follow these simple rules of safety:

- Follow the manufacturer's instructions in the care and operation of appliances
- 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 888-NMGASCO (888-664-2726)
- Keep all combustibles away from the flame of your natural gas appliance. Keep burner and surrounding surfaces clean

- Make sure the flues of any automatically-controlled appliances are kept clean and correctly vented
- Teach children never to turn on or light any appliance. All appliances have been approved for safety, and many have automatic shut-off valves, but they can't always cope with the curiosity of a child.

If You Smell Gas Inside a Building

- Contact New Mexico Gas Company immediately at 888-NMGASCO (888-664-2726). Emergency response service is available 24-hours a day
 - Do not turn lights or other electrical switches on or off as this may produce a spark
 - Avoid open flames. Do not strike a match, flick a lighter or use a cell phone.
 - Do not smoke
 - If the odor is strong, get everyone out of the building immediately. Call New Mexico Gas Company from a safe distance
 - Do not return to the building
-

If You Smell Gas Outside

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

Understanding Carbon Monoxide (CO): Carbon monoxide (CO) is called the "silent killer" because it is odorless, tasteless and colorless. A CO detector in your home is the best defense for your family. Also have your furnace and other natural gas-powered appliances checked annually to be sure they are operating properly.

Signs of CO poisoning include: headache, nausea, vomiting, drowsiness and ringing in the ears. If you suspect a CO problem, open all the windows and doors, leave the building and call the New Mexico Gas Company at 888-NMGASCO (888-664-2726).

Call 811 Before You Dig: Before beginning any project requiring digging, such as landscaping or fencing, or any excavation project, call 811 to have utility lines, including natural gas pipelines, identified and marked.

Utility representatives will go to the site, free of charge, within two (2) business days and mark the locations of utility lines (natural gas lines are marked in yellow).



Failure to call 811 to have the lines marked before beginning a project can result in heavy fines and the risk of injury. If you damage a natural gas line, you could be charged for the repairs and face up to an additional \$5,000 in fines levied by the New Mexico Public Regulation Commission.

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

If you cause what appears to be minor damage to a natural gas pipeline, contact New Mexico Gas Company immediately at 888-NMGASCO (888-664-2726). A scrape in the pipeline coating, or a dent or a crease in the pipeline may cause a rupture or leak in the future.

DO NOT attempt any repairs yourself.

Pipeline Purpose and Responsibility: New Mexico Gas Company utilizes an extensive network of underground pipelines to deliver natural gas to its customers. The purpose of these pipelines is to transport the natural gas from pipeline supply points to residential, commercial and industrial customer meters. New Mexico Gas Company is committed to ensuring these pipelines are operated safely and reliably.

According to National Transportation Safety Board statistics, pipelines are the safest method for transporting these products (natural gas, petroleum, LPGs

and other materials). Pipelines have a safety record unparalleled by any other mode of transporting energy products.

As part of New Mexico Gas Company's continuing effort to maintain the reliability and integrity of its pipelines, prevent incidents from occurring and to respond to emergencies, New Mexico Gas Company has developed and maintains good communication networks with state and local emergency officials in the State of New Mexico. 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.

Other Pipelines in Your Area: For a listing of pipelines in your area, please visit the Pipeline and Hazardous Materials Safety Administration's National Pipeline Mapping System (NPMS) website at <https://www.npms.phmsa.dot.gov>. This website enables the user to view the National Pipeline Mapping System (NPMS) data one county at a time. NPMS data is for reference purposes only. It should never be used as a substitute for contacting a one-call center prior to excavation activities. Please call 811 before any digging occurs. Data cannot be downloaded from the Public Viewer.





New Mexico

GAS COMPANY

HOW TO REACH US

Customer Service: 888-NMGASCO (888-664-2726)

Customer Service E-Mail: customerservice@nmgco.com

Gas Leaks/Emergencies: 888-NMGASCO (888-664-2726)

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
51 Santa Fe Drive

Clovis
600 Georgia

Espanola
340 Paseo de Oñate

Farmington
803 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

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.