

# Natural Gas Pipeline



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## Working Hard to Keep You Safe

Safety is more than our business. It's our passion. New Mexico Gas Company is dedicated to your safety and the safety of communities across New Mexico. We work hard to keep our extensive network of underground natural gas pipelines safe.

According to the U.S. Department of Transportation, pipelines are the safest and most cost-effective way to transport the extraordinary volumes of natural gas that fuel our economy, and heat our homes and businesses. Pipelines are operated under extensive federal and state regulations, and industry standards, to ensure the safety and health of the public and environment. These regulations and standards cover pipeline location, design, construction, operation and maintenance, safety testing and ongoing procedures to ensure their integrity. Pipelines are also inspected by both federal and state pipeline safety inspectors and are monitored by various agencies, such as the National Transportation Safety Board and the New Mexico Pipeline Safety Bureau.

Much of the work we do to keep pipelines safe is done quietly and behind the scenes. But our highly trained and experienced engineers and technicians work hard around the clock to meet and exceed safety regulations and requirements.



*Pipelines are the safest and most cost-effective way to transport natural gas*

### *They conduct regular checks of the integrity of the pipelines that include:*

- **leak surveys** – where they walk or drive over our pipelines with special leak detecting equipment
- **magnetic sensing** – where they send devices inside the pipeline to check for abnormalities or weaknesses
- **pressure-testing** – where highly sensitive instruments test for a drop in pressure or change in flow rate that might indicate a developing leak
- **direct assessments** – where they actually excavate our pipelines and visually inspect them

We also proactively protect all of our steel pipelines from corrosion using electronic methods, called cathodic protection.

Our pipelines are continually monitored 24 hours a day, seven days a week, by New Mexico Gas Company control technicians, who make sure pipelines are operating within safety parameters. Electronic sensors at more than 200 sites along our pipelines constantly report pipeline pressures, temperatures and flow volumes to our control center. Our control technicians

can detect an abnormal pressure, flow situation or line break anywhere on the transmission system. Safety is their primary concern. They can respond swiftly to ensure the safety of everyone along the pipeline, reroute the gas where feasible and make sure it continues to be delivered with the least disruption to our customers.

And that's just part of our efforts to bring you natural gas safely and reliably.

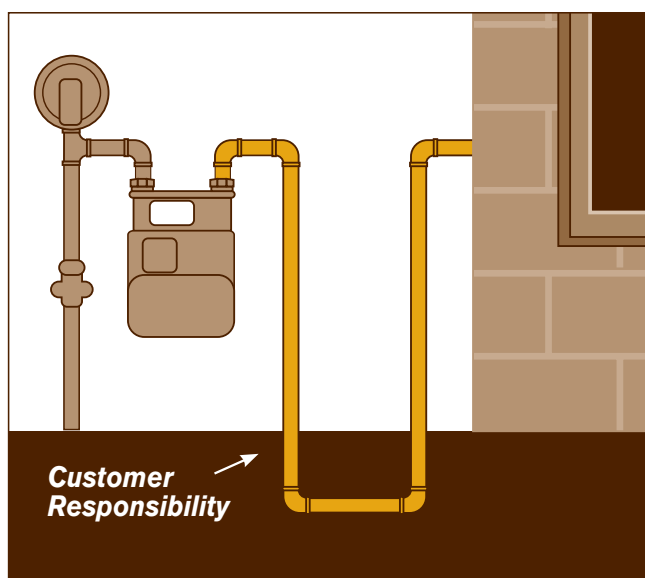


## Who Maintains Your Gas Lines?

Your safety is very important to us. Please remember that New Mexico Gas Company maintains the natural gas pipeline only up to your gas meter. The maintenance of your gas line between your meter and your home or building is your responsibility.

Your 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 as soon as possible. Please contact your local plumber or licensed heating contractor to assist you in locating, inspecting and repairing your buried pipes. If you are a tenant, please contact your landlord.

For more information on New Mexico Gas Company gas line maintenance, call us at **888-NM-GAS-CO (888-664-2726)**.



## Quién Mantiene Sus Líneas de Gas?

Su seguridad es muy importante para nosotros. Por favor recuerde que New Mexico Gas Company mantiene las tuberías de gas natural solamente hasta su medidor de gas. El mantenimiento de la línea de gas entre su medidor y su casa o su edificio es su responsabilidad.

Los tubos enterrados deben ser inspeccionados periódicamente para la corrosión y escape de gas. A veces, estos tubos puede que no sean protegidos contra la corrosión, que puede debilitar o puede destruir el metal. Cualquier condición peligroso que es descubierto debe ser reparado tan pronto como posible. Por favor contacte a su plomero o contratista licenciado para ayudarle a

localizar, inspeccionar y reparar sus tubos enterrados. Si usted es un arrendatario, por favor contacta a su propietario.

Para más información en el mantenimiento de líneas de gas de New Mexico Gas Company, llámenos en **888-NM-GAS-CO (888-664-2726)**.

## HEAT New Mexico — Helping New Mexicans keep warm this winter



Cold weather will be here before we know it. When it gets cold, New Mexico Gas Company's **HEAT New Mexico Fund** will be available to help our income qualifying customers pay their heating bills. This fund comes from donations from people like you to help New Mexicans in need. Here's how it works: For each dollar customers donate to this heating assistance fund, New Mexico Gas Company will contribute \$1.50, up to \$150,000 this heating season.

We hope you'll consider contributing to this new fund so that as many fellow customers as possible can be helped to keep warm this winter. Making your tax-deductible donations is easy. Simply make a notation on the payment stub of your New Mexico Gas Company bill and send your donations with your

**For each dollar customers donate to this heating assistance fund, we'll contribute \$1.50**

payment. Or, you can call us and pledge a donation amount to be added to your monthly gas bill. Thank you!

This charitable fund is administered by the Salvation Army. For more information about HEAT New Mexico, you may contact us at **888-NM-GAS-CO (888-664-2726)** or visit our website, [nmgco.com](http://nmgco.com).



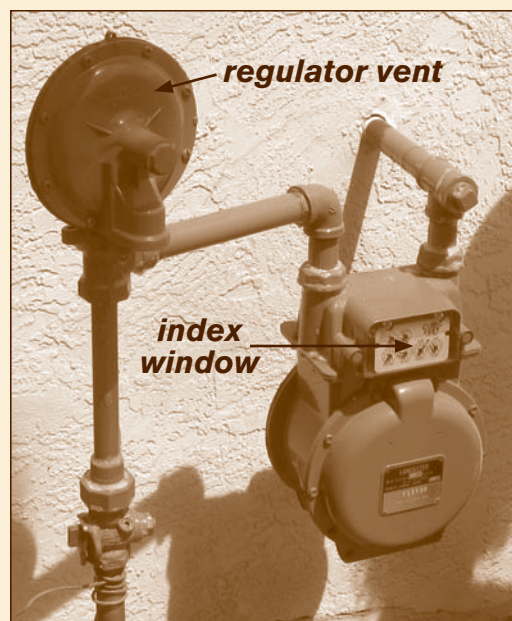
### Winter Season Moratorium

Protection from winter shut-off begins November 15, 2009. To avoid potential disconnection of services please contact the Human Services Department for eligibility information for the Low Income Home Energy Assistance Program (LIHEAP) at 800-283-4465. Your service will not be disconnected from November 15, 2009, through March 15, 2010, if you qualify for LIHEAP and you remain current on any payments that you owe under a payment plan or, as of November 15, 2009, you have no past due amounts.



### Temporada de la Protección de Calefacción

El 15 de Noviembre del 2009 empezara la protección de desconexión del invierno. Para prevenir una posible desconexión de servicios, por favor de contactar al Departamento de Servicios Humanos para información sobre elegibilidad para el Programa de Ingresos Bajos de Energía, (LIHEAP) al 800-283-4465. Su servicios no serán desconectado durante el 15 de Noviembre hasta el 15 de Marzo del 2010 si usted califica para el programa de bajos recursos de energía, (LIHEAP) y si usted continua al corriente en los pagos que usted deba bajo un plan de pago o hasta el 15 de Noviembre del 2009 y no tenga ningún pago atrasado. Para información en español llame **888-NM-GAS-CO (888-664-2726)**.



### Customer Service Question of the Month

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

**Q.** As many of our customers are busy with summer painting projects, they've asked if it's okay to paint the natural gas pipes and outside meter?

**A.** Yes. Just be sure to avoid painting over the index window that displays your meter readings and the regulator vent.



### 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 August cost of gas per therm decreased 8.8% from last month, and decreased 61.1% from last August.

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

- Estimated August average residential gas bill\*: \$20.93, which is 33.2% lower compared to last August's estimated bill.
- Estimated August cost of gas: \$0.3759 per therm.
- Estimated August average home gas use: 16 therms.

\* The forecasted average home gas consumption was used to calculate the estimated August 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](mailto:customerservice@nmgco.com)

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

Website: [nmgco.com](http://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](http://nmgco.com).