


Natural Gas Pipeline





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Winter Energy Savings Tips


Natural gas bills during the winter can average about *six times higher* than bills during the summer. That's because the furnaces that most of us use to heat our homes and businesses are the biggest users of natural gas. The cost of the gas that New Mexico Gas Company buys and passes on to you is also usually higher in the winter when demand for natural gas increases. Here are a few more energy saving tips that can help you keep your winter heating bills lower:


 Did you know that maintaining the humidity inside your home at 20 to 40 percent during the winter will help you feel warmer? With proper humidity, lowering your thermostat will be less likely to leave you feeling cold. With the dryness of indoor heat, a humidifier, aquariums and houseplants can help add humidity.


 If your building is cold, turning the thermostat to the highest temperature does not warm it up faster. A thermostat is not like the gas pedal on your car. Set the thermostat to the temperature you would like to reach.


 You can save energy costs by turning down the thermostat when you're not at home and raising it back to a comfortable temperature then you get home. A programmable thermostat can do this for you.

 If your home is older, you might consider adding insulation. Only about 20 percent of homes built before 1980 are well-insulated by today's energy efficiency standards. Adding proper insulation can help create a more uniform indoor temperature, reducing your heating and cooling costs.

 Adding insulation to the attic is relatively easy and cost effective. To learn if you have enough attic insulation, measure the thickness of your existing insulation and if it is less than R-30 (11 inches of fiber glass or rock wool or 8 inches of cellulose), you can probably benefit by adding more. Adding insulation to the exterior walls, crawl spaces or basement is more expensive and usually requires a contractor, but may be worthwhile if you live in a very hot or cold region.

 If, from inside, your door to the outside feels colder than the inside walls, it might be time to install a better insulated door.

 If you're building a new home, locate the water heater as close as possible to the kitchen, laundry room and bathrooms to reduce heat lost as it moves through long pipes.

 A bath uses about five times the hot water of a shower. A low-flow showerhead can pay for itself in a very short period of time.

Carbon Monoxide Safety

Winter weather brings special awareness of the increased hazard of carbon monoxide poisonings. This odorless, invisible gas can be produced when any type of heating fuel is burned improperly or in a poorly adjusted or improperly vented furnace or appliance. If carbon monoxide is allowed to accumulate in your home, it can be life-threatening.

Carbon monoxide causes a variety of symptoms that range from headaches, fatigue, shortness of breath and dizziness to loss of consciousness and death. If you begin to experience symptoms of carbon monoxide poisoning, get fresh air immediately. Open the doors and windows, turn off any fuel-burning appliances and leave the building. Immediately call the **New Mexico Poison Center** – 24 hours a day, 7 days a week, at **800-222-1222**. These poisoning experts will help you determine if you need further medical attention.

Many unintentional deaths from carbon monoxide poisoning can be prevented by using a carbon monoxide detector. Select a carbon monoxide detector that is Underwriters Laboratory (UL)-approved, be sure to install it according to manufacturer's instructions, and then test it monthly and replace the batteries twice a year and whenever needed. If your carbon monoxide alarm goes off, or anytime you suspect a carbon monoxide problem, call the **New Mexico Gas Company Emergency Line** at **888-NM-GAS-CO (888-664-2726)**.

To learn more about carbon monoxide and discover ways to protect you and your loved ones, please visit our website, nmgco.com.

La Seguridad de Monóxido de Carbóno

El tiempo de invierno trae conciencia del peligro creciente de envenenamiento/intoxicación por causa de monóxido de carbóno. Este gas sin olor e invisible, se puede producir cuando cualquier tipo de combustible se quema en una forma inadecuada o mala ventilación de calentones o aparatos. Si se permite que el monóxido de carbóno se acumule en su casa, puede ser mortal.

El monóxido de carbóno causa una variedad de síntomas que van desde dolor de cabeza, fatiga, dificultad para respirar, mareos, pérdida de la conciencia y la muerte. Si usted empieza a experimentar los síntomas de intoxicación por causa de monóxido de carbóno tome aire fresco inmediatamente. Abra las puertas y ventanas, apague cualquier aparato de combustión y salga del edificio. Inmediatamente llame al **New Mexico Poison Center** – 24 horas al día 7 días a la semana al **800-222-1222**. Estos expertos de envenenamiento le ayudaran a determinar si usted necesita atención médica adicional.

Muchas muertes no intencionales de envenenamiento/intoxicación por causa de monóxido de carbóno se pueden prevenir mediante el uso de un detector de monóxido de carbóno que sea aprobado por Underwriter Laboratory (UL). Asegurese de instalar el detector de acuerdo a las instrucciones del fabricante, y luego probarlo mensualmente y cambiar las baterías dos veces al año y siempre que sea necesario. Si su alarma de monóxido de carbóno se apaga o si en cualquier momento usted sospecha un problema de monóxido de carbóno, llame a la línea de emergencias de **New Mexico Gas Company** en **888-NM-GAS-CO (888-664-2726)**.

Para obtener más información sobre el monóxido de carbóno y descubrir maneras de protegerse a usted y a sus seres queridos, por favor visite nuestra página de internet nmgco.com.

Time To Change Your Furnace Filter



During the winter heating season, replacing your furnace's filter once a month can help your furnace work more efficiently and reduce your heating costs. Your monthly gas bill can be a reminder.

Help with Winter Heating Bills

If you need help paying your heating bills, the Low-Income Home Energy Assistance Program (LIHEAP) may be able to help and you may qualify for winter disconnect protection. This fund is administered through the New Mexico Human Services Department (HSD) and offers assistance to income-qualifying New Mexico residents.

There are 40 HSD offices across the state where you can apply for LIHEAP assistance. To find the office near you, call HSD at 1-800-283-4465 or visit www.hsd.state.nm.us/isd/liheap.html.

Remember, if you use a natural gas furnace to heat your home, your natural gas bill will be the heating bill that you will most need help paying. So, to receive the most assistance, when filling out the LIHEAP application, remember to select "natural gas" for the energy bill you want help with (on Section 4-B of the LIHEAP application form) and write in "New Mexico Gas Company" as your energy company.

New Mexico Gas Company can assist you with the LIHEAP

program and can even refer your information to the Human Service Department with your approval. For more information on applying for LIHEAP and for an application, please visit our website at nmgco.com/LIHEAP. If you have any questions or need assistance, please contact New Mexico Gas Company at **888-NM-Gas-CO (888-664-2726)**.

If you are low income, elderly, disabled or have other special circumstances, you may also be eligible for an extended payment plan and other assistance from New Mexico Gas Company. If you need help, please contact us by calling **888-NM-GAS-CO (888-664-2726)**.

If you live on tribal lands or pueblos, please call New Mexico Gas Company or visit our website, nmgco.com, for information on where to apply for LIHEAP.

Please remember, if you qualify for LIHEAP, you must still pay your natural gas bills sent during the winter moratorium. So, continue to make payments during the winter to avoid accumulating large bills.

You will need to bring:

- Completed and signed LIHEAP application, including Social Security Numbers for all applying for help
- Proof of identity of one adult
- Proof of non-citizen immigrant status for all applying for help
- Proof of disability if you are not receiving disability income
- Proof of income for the past 30 days if you are not getting other benefits from HSD, or if you get HSD assistance and your income has changed
- Proof of heating/cooling expenses, such as a copy of a one month utility bill showing your account number
 - If your highest monthly energy bill in the past 12 months was more than \$177, be sure to bring a copy of that bill, too.
 - For crisis LIHEAP assistance – such as if your utility service has been disconnected or you have received a disconnect notice:
 - Bring a copy of your disconnect notice

HEAT New Mexico — Helping New Mexicans Keep Warm

Need help paying your natural gas bill or want to help other New Mexicans? New Mexico Gas Company's HEAT New Mexico Fund helps income-qualifying customers pay their heating bills during the winter.

This fund is administered by the Salvation Army.

Need Help? To qualify, first apply for the Low-Income Home Energy Assistance Program (LIHEAP) at any New Mexico Human Services Department office. Even customers who don't qualify for LIHEAP may still be eligible for help through HEAT New Mexico.

Want to help? Please contribute to this fund and help fellow New Mexicans. You may write in and pay any donation amount or you can call us and pledge a donation amount to be added to your monthly gas bill. Thank you!

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For information on how to apply for HEAT New Mexico assistance this winter, call the **Salvation Army** at **505-872-1171**.

For more information on HEAT New Mexico, contact New Mexico Gas Company at **888-NM-GAS-CO (888-664-2726)** or visit our website nmgco.com.

Customer Service Question of the Month



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

Question: Why is my winter bill so high?

Answer: Cold temperatures mean higher natural gas bills if you heat your home with a natural gas furnace. Your thermostat setting and greater usage of other gas appliances, such as your hot water heater and oven, are a few other reasons for increased consumption of natural gas during the winter. Learn ways you can save money on your natural gas bills by visiting our website, nmgco.com. If you still have questions or concerns about your bill, please call us at **888-NM-GAS-CO (888-664-2726)**.

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 January cost of gas per therm increased

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6.1% from last month, and decreased 7.5% from last January.

- Estimated January average residential gas bill*: \$106.92, which is 4.9% lower compared to last January's estimated bill.
- Estimated January cost of gas: \$0.5735 per therm.
- Estimated January average home gas use: 112 therms.

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

HOW TO REACH US AT NEW MEXICO GAS COMPANY

Customer Service:
888-NM-GAS-CO (888-664-2726)
Call Center hours: 7:30 a.m. and 6 p.m. weekdays
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.