

Natural Gas Pipeline



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Say "Good-bye!" to Paper!

Paperless Bill is the newest free service available at our online **Service Station**. You can now enjoy the convenience of viewing your bills, securely and privately from your computer, either at home or on-the-go. There's no requirement to enroll in any type of automatic payment plan to participate. You can save paper AND still choose how you want to pay your bills.



When you sign up for Paperless Billing, we'll send you an email each month, letting you know your bill is available.



Just click on the links in the email to view or print out your bill, read our monthly customer newsletter and even pay online if you want. It's that easy! Through one of our payment options, you can even make instant payments using your credit or debit card, savings or checking account. Now, that's convenience.

Try it out for free with no strings attached!

For more information and to sign up, please visit our website at nmgco.com/Paperless_Billing.

Environmentally-friendly
Every 38,500 paper bills produced uses one ton of paper, destroys two tons of trees, uses 16,450 gallons of waste water, and generates 1,941 pounds of solid waste!

HEAT New Mexico — Helping New Mexicans keep warm this winter

Winter weather will be here before we know it. When temperatures turn cold, New Mexico Gas Company's **HEAT New Mexico Fund** will be available to help income-qualifying customers pay their heating bills. This fund comes from donations from people like you. For every dollar you donate, New Mexico Gas Company will contribute \$1.50 – up to \$150,000 this heating season. This charitable fund is administered by the Salvation Army.

Together, through your generosity and New Mexico Gas Company's matching amount, we helped 7,248 New Mexicans with their heating bills last winter. Please contribute so that as many New Mexicans as possible can be helped to stay warm this winter.

Your donations are tax-deductible and we will note your total annual contributions on your bill at the beginning of each year.

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

Here's how to contribute:

Pledge a donation amount to be added to your monthly gas bills. For a donation form, visit our website at nmgco.com/HEAT_New_Mexico or call us.

OR

Simply make a notation on the payment stub of your New Mexico Gas Company bill and send a donation with your payment.

Thank you!



The Cost of Gas

As a regulated utility, New Mexico Gas Company does not make a profit on the natural gas our customers use, but passes the cost of natural gas from suppliers directly on to you. The cost of gas is a line item on your bill.

The estimated August cost of gas is \$0.4939 per therm, which is lower than last month's price of \$0.5304 and higher than last August's price of \$0.4192.

The estimated average August home gas use is 16 therms. This results in an estimated August average residential gas bill of \$22.98, which is higher than last August's estimated average bill of \$21.71.

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

What To Do If There's a Gas Leak

If you smell gas (a rotten egg smell) 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 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/Safety_and_Emergencies, for more information about these and other safety topics.



Call us anytime day or night at **888-NM-GAS-CO** (888-664-2726).

Gas Hazard

Natural gas doesn't explode on its own, but it will ignite if there is a source of ignition and air. Striking a natural gas line could result in damage, including explosions, fire and even death.

Peligro de gas

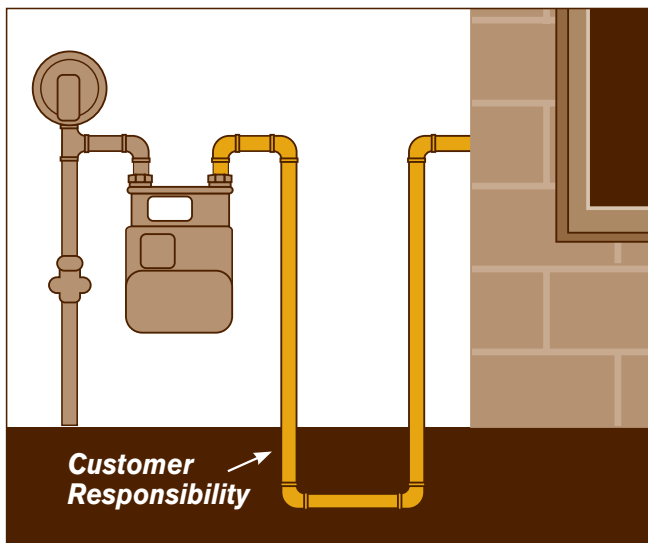
El gas natural no explota por sí sólo pero puede prender fuego si existe un elemento que provoque la ignición y aire. El golpear una tubería de gas puede resultar en un daño, incluyendo explosiones, fuego y hasta muerte.

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. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. 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).

Customer Service Question of the Month

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



Question: I'm moving into a new residence and will need the gas turned on. How far in advance should I call to schedule my gas service?

Answer: Because our technicians respond to emergencies, as well as routine service orders, turn-on

orders are done on an "as-available" basis and need to be scheduled in advance.

Please contact us as soon as you know you are moving so that we may schedule service for you. In the fall, when many customers are moving or want their heat on before winter, it's even more important to contact us early as the schedule can fill up quickly. We recommend calling at least three business days before you need gas service to ensure the gas is on when you arrive at your new residence.

HOW TO REACH US AT NEW MEXICO GAS COMPANY

Customer Service: 505-697-3335 (Albuquerque Metro) or toll free: **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.