

Natural Gas Pipeline



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Ready for a New Furnace?

Upgrading your old furnace with a new high-efficiency system can help you lower your natural gas bills – and the savings will add up over the life of your furnace.

Winter is coming, and it's not too early to start thinking about replacing your old furnace with a model that's more energy efficient. New Mexico Gas Company is offering our residential customers a **\$200 mail-in rebate** when you purchase and install a qualifying high-efficiency natural gas furnace to replace an existing furnace. High-efficiency gas furnaces have the benefit of being up to 17 percent more energy efficient than standard models – and that means lower gas bills.

Receive a \$200 rebate by installing a high-efficiency natural gas furnace.



That's not all. This may be the best time ever to purchase a gas furnace. Check for **Federal tax credits** that are available for high efficiency furnaces. Visit our website for more information and rebate forms at www.nmgco.com/Residential_Furnace_Rebate/.



You can now follow us on Facebook and Twitter!



New Mexico Gas Company is now on Facebook and Twitter. You can receive **convenient and timely information**, and learn more about our programs and services. We will provide you with information on a variety of topics including public safety, energy efficiency, budget billing, HEAT New Mexico and more.

Follow Us: Facebook: New Mexico Gas Company Twitter: @nmgasco

Gas Pipeline Safety

New Mexico Gas Company maintains more than 12,000 miles of natural gas pipelines across New Mexico. The National Transportation Safety Board says pipelines have a better safety record than any other transportation method.

- **Call Before You Dig.** Before you start a project that requires digging, call 811. New Mexico Gas Company gas lines will be marked along with other utilities.
- **Recognizing A Gas Leak.** There are several ways to recognize a gas leak, including an unusual hissing noise; a rotten egg smell; blowing dirt for no apparent reason; and an unusual dry spot in the ground or dead vegetation for no apparent reason.
- **What To Do If There's A Gas Leak.** Leave the area immediately and call 911 or New Mexico Gas Company from a safe distance, any time of day or night.
- **Hazards.** 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.
- **For Information.** Visit nmgco.com for details about these and other safety topics.



Seguridad de los Gasoductos

New Mexico Gas Company mantiene más de 12,000 millas de gasoductos a través de Nuevo México. La Junta Nacional de Seguridad del Transporte ("National Transportation Safety Board") dice que los gasoductos tienen un mejor registro de seguridad que cualquier otro método de transporte.

- **Llame antes de excavar.** Antes de comenzar un proyecto que requiere excavación, llame al 811. Las líneas de gas de New Mexico Gas Company serán marcadas junto con las líneas de otras compañías.
- **Reconociendo una fuga de gas.** Hay diferentes formas de reconocer una fuga de gas, incluyendo un extraño sonido sibilante; un olor a huevo podrido; tierra que está soplando sin razón aparente; un extraño lugar seco en la tierra o vegetación muerta por ninguna razón aparente; y suelo congelado en clima caliente.
- **Que hacer si hay una fuga de gas.** Aléjese del área inmediatamente y llame al 911 o a New Mexico Gas Company desde una distancia segura, a cualquier hora del día o de la noche.
- **Peligros.** El gas natural no explota por sí mismo, pero si puede prender fuego si existe aire y un tipo de ignición. Golpear a una tubería de gas puede resultar en daños, incluyendo explosiones, incendios y hasta la muerte.

• **Para información.** Visite nmgco.com para detalles 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 some New Mexicans may need help paying their winter heating bills. New Mexico Gas Company's **HEAT New Mexico** fund will be available to help income-qualifying New Mexicans pay their heating bills this winter. This fund comes from donations from customers like you. For every dollar you give, New Mexico Gas Company will contribute \$1.50, up to \$150,000 this heating season. The HEAT New Mexico charitable fund is administered by the Salvation Army.

We hope you'll consider contributing to help New Mexicans stay warm this winter. It's easy to make a tax-deductible donation. Simply make a notation on the payment stub of your New Mexico Gas Company bill and send your donation with your payment. Or, you can pledge any donation amount to be added to your monthly gas bill – you'll find pledge forms available on our website at www.nmgco.com/Heat_New_Mexico/. Thank you.



Your contributions will help keep others warm this winter.

Budgeting Made Easy

With cold weather comes higher natural gas bills and for a customer with average usage, their highest winter bill amount is about five times more than their lowest summer bill amount. **Here's why:** Gas furnaces, that warm most of our homes and businesses, are the biggest users of natural gas. In addition, natural gas also typically costs more during the winter when demand goes up.

This free service evens out your monthly bills so that you pay the same amount each month. You can enroll or disenroll in Budget Billing at any time. When you leave the program, any balance is reflected on your next bill. To learn more about Budget Billing and to enroll, please visit our website at:

www.nmgco.com/Budget_Billing/. Or, 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, 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 final September cost of gas can be found on this month's bill. Last month's cost of gas was \$0.5347 and last September's cost of gas was \$0.4190.

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The estimated average home gas use for September is 16 therms and the estimated average residential gas bill for September is \$23.01.

Help with Winter Heating Bills

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

To Apply. You can apply for LIHEAP assistance at any one of 40 HSD offices across the state. To find the office near you, call HSD at 1-800-283-4465 or visit www.hsd.state.nm.us/isd/liheap.html. If you live on Indian lands, please call New Mexico Gas Company or visit our website, nmgco.com, for application information.

Remember, if you heat your home with natural gas, your natural gas bill will be the winter heating bill you will want 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 (on Section 4-D of the LIHEAP application form).

New Mexico Gas Company can assist you with the LIHEAP program and can even refer your information to HSD or the tribal or pueblo entity that administers LIHEAP with your approval. For more information on applying for LIHEAP and for an application, please visit our website at www.nmgco.com/LIHEAP/. If you have any questions or need assistance, please contact us at **888-NM-GAS-CO (888-664-2726)**.

Members of New Mexico tribes or pueblos who need help with translation or with other matters may contact the New Mexico Public Regulation Commission's Consumer Relations Division at **(888) 427-5772**, who will contact the appropriate tribal or pueblo official for assistance.

If you qualify for LIHEAP, you will also be eligible for the disconnect moratorium that begins **November 15th**. Also, if you are income-qualifying, elderly, disabled or have other special circumstances, you may be eligible for an extended period and other assistance from New Mexico Gas Company. If you need help, please call us.

Please remember, if you qualify for LIHEAP, you must still pay your natural gas bills sent during the moratorium. To avoid falling behind on your natural gas bill and accumulating a large balance that is due at the end of the moratorium, it's recommended you continue to make payments during the winter.

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, if applicable
- 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 expenses, such as a copy of a one month New Mexico Gas Company utility bill showing your account number
 - If your highest monthly energy bill in the past 12 months was more than \$160, 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.

Tip of the Month

Before turning on your furnace, New Mexico Gas Company service technicians recommend that you have your furnace professionally checked every year before you turn it on for the winter.



This check is important to make sure that your furnace is working safely and efficiently.

To find out what steps you can take to keep you and your loved ones safe while your furnace is in use this winter. Please visit our website at www.nmgco.com/Furnace_Safety_Checks/ for more info.

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 before you dig

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.