



# Customer Service Guide

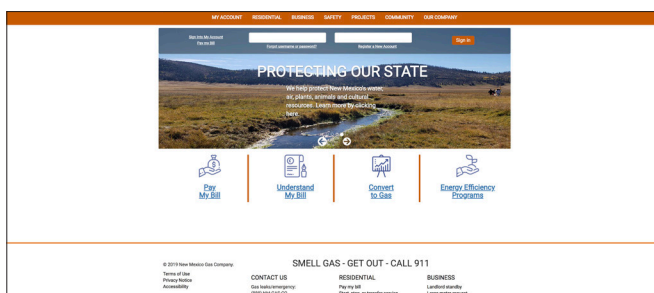
Our free Customer Service Guide, available in English and Spanish, provides important information. This guide includes billing information, steps on how to stop and start service, natural gas safety, customer rights and responsibilities and more. The Customer Service Guide can be found on our website at [https://www.nmgco.com/en/customer\\_service\\_guide](https://www.nmgco.com/en/customer_service_guide). You can also request to have a copy mailed to you by calling **1-888-NM-GAS-CO (1-888-664-2726)** or stop by any NMGC business office to pick up a copy.

## How to Contact the NMPRC

Meetings of the New Mexico Public Regulation Commission (NMPRC) are open to the public. Copies of the NMPRC Open Meeting Policy and Notice are available at the NMPRC office (P.E.R.A. Building, 1120 Paseo de Peralta, Santa Fe, NM 87504-1269) or at [www.nmprc.state.nm.us/](http://www.nmprc.state.nm.us/). Copies are also available at New Mexico Gas Company Business Offices. To find an office near you, visit [www.nmgco.com](http://www.nmgco.com), or call us at **1-888-NM-GAS-CO (1-888-664-2726)**.

## Sign Up for an Online Account!

Do you have a Manage My Account login? Sign up to access your natural gas account online. There are three simple steps to get access. You will need your account number, email address and a password. Visit us at [www.nmgco.com](http://www.nmgco.com) to get started!



## HOW TO REACH US AT NEW MEXICO GAS COMPANY

Para información en español llámenos al 1-888-NM-GAS-CO (1-888-664-2726) o visite nuestro sitio en línea [www.nmgco.com](http://www.nmgco.com).

For a list of our Business Offices and walk-in locations, please visit [www.nmgco.com](http://www.nmgco.com).

Customer Service E-mail: [customerservice@nmgco.com](mailto:customerservice@nmgco.com)

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


1-888-NM-GAS-CO  
(1-888-664-2726)

Call Center Hours:  
7:30 am – 6 pm weekdays

Gas Leaks/Emergencies 24/7:  
1-888-NM-GAS-CO  
(1-888-664-2726)

Web Site: [www.nmgco.com](http://www.nmgco.com)

New Mexico 811:  
Call 811 before you dig

 @nmgasco

 Facebook.com/NMGasCo

 @nmgasco

 @nmgasco

Correspondence Address:  
New Mexico Gas Company  
PO Box 97500  
Albuquerque, NM 87199-7500

Payment Address:  
New Mexico Gas Company  
PO Box 27885  
Albuquerque, NM 87125-7885

## THE COST OF GAS

As a regulated utility, New Mexico Gas Company does not make a profit on the natural gas we purchase on behalf of our customers but passes the cost of natural gas from suppliers directly on to you. January's cost of gas is \$0.3213. The February cost of gas can be found as a line item on your bill beginning February 1st. Last February's cost of gas was \$0.3482. The estimated average home gas use for February is 86 therms and the estimated average residential gas bill for February is \$62.

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