

Natural Gas Pipeline New Mexico GAS COMPANY[®] AN EMERA COMPANY



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SAFETY

NEW MEXICO GAS COMPANY

Water heater safety

We want you to be safe. Cold weather brings the potential for people to increase the temperature of their hot water heaters. Hot water is the leading cause of scald burns and admissions to hospital burn units. 120 degrees Fahrenheit (or lower) is a safe recommended temperature that uses less natural gas and helps you save money. Learn more about natural gas water heaters here: https://www.nmgco.com/en/water_heater_safety

Integrated Resource Plan Public Advisory Meeting

New Mexico Gas Company invites the public to participate in its 2020 natural gas service Integrated Resource Plan (IRP) public advisory process. Through this process, New Mexico Gas Company will provide information on load forecasts, evaluation of existing gas supply and customer demand, identification of resource options, examination of price volatility and general attributes of potential resources and modeling and risk

assumptions leading to the development of a cost-effective portfolio of gas utility resources. New Mexico Gas Company will file its IRP with the New Mexico Public Regulation Commission by April 16, 2020.

The IRP process includes a series of public workshop-style meetings and provides an opportunity to consider input from the public. Anyone interested in participating in New Mexico Gas Company's IRP public advisory process

should attend the following public advisory meeting.

Time: 9:30 a.m.

Date: May 14, 2019

Location: New Mexico 811
1021 Eubank Blvd. NE
Albuquerque, NM 87112

A posting of this notice and future information about New Mexico Gas Company's IRP public advisory group meetings can be found at www.nmgco.com/en/regulatory_filings.

How we protect the environment

As a natural gas utility, it is our responsibility to ensure that the environment is protected. We have a team that is dedicated to surveying and studying our work areas to ensure that species and culture are preserved. Our Environmental Team also dedicates time outside of work to volunteer for national parks such as the Valles Caldera. Learn more about our environmental efforts here: https://www.nmgco.com/en/protecting_our_environment



Excess Flow Valve

As required by the U.S. Department of Transportation (DOT), customers are notified that an excess flow valve (EFV), which meets the minimum DOT performance standards, is available at a typical cost from \$1,429 to \$2,238, paid by the customer, for installation on your natural gas service line. Please note that such a device is **not required** for the normal safe operation of your service line. An EFV can help mitigate the consequences of a service line failure (i.e. break, rupture, etc.). The installation of EFVs on new or replaced single family residence service lines that operate above 10 psig has been required for the last nine years. If your service line was installed or replaced within the last nine years, it likely has an EFV.

Safety Benefits

An EFV is a safety device installed inside the natural gas service line between the gas mainline and the gas meter. The EFV is designed to automatically close if there is enough damage to the line to affect the flow of gas. This closure reduces the amount of gas that escapes into the atmosphere. During normal use, the valve is kept open against oncoming gas flow by a spring. EFVs are designed so that general usage, such as turning on appliances, will not shut the valve. However, during a significant increase in the flow of gas (e.g., due to a damaged line), the spring cannot overcome the force of gas and the valve will close and stay closed until the correct pressure is restored. The EFV automatically resets itself when the correct pressure is restored.

Installation of an EFV

Existing service line customers who would like to have an EFV installed in their natural gas service line can request an EFV installation by contacting NMGC at **1-888-664-2726**. The cost associated with installing EFVs on service lines – those not being newly installed or replaced – ranges from \$1,429 to \$2,238 and will be the responsibility of the customer.

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.

For a list of our Business Offices and walk-in locations, please visit www.nmgco.com.

Customer Service E-mail: 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

*New Mexico 811:
Call 811 before you dig*

 [@nmgasco](https://twitter.com/nmgasco)

 [Facebook.com/NMGasCo](https://www.facebook.com/NMGasCo)

 [@nmgasco](https://www.youtube.com/nmgasco)

 [@nmgasco](https://www.linkedin.com/company/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. February's cost of gas is \$0.2552. The March cost of gas can be found as a line item on your bill beginning March 1st. Last March's cost of gas was \$0.3164. The estimated average home gas use for March is 61 therms and the estimated average residential gas bill for March is \$47.

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