



New Mexico
GAS COMPANY®
AN EMERA COMPANY

New Customer Handbook



*Valuable
information
from your
natural gas
company*



New Mexico
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Hello, New Neighbor!

We're New Mexico Gas Company and we are your natural gas company. We are happy to welcome you as a new customer. This pamphlet provides information on a number of our services and some important safety information to help you get settled into your new home. If you would like to know more, visit our website: www.nmgco.com or call us between 7:30 a.m. and 6 p.m. weekdays. Our statewide toll-free number is also our name: 1-888-NM-GAS-CO (or 1-888-664-2726).

HOW TO READ YOUR BILL

- 1 Customer name and mailing address:** The name and mailing address for the person responsible for the account. The mailing address and service address may be different.
- 2 Bill date:** The date your bill was prepared.
- 3 Account number:** Your New Mexico Gas Company account number.
- 4 Service address:** The address of the property where natural gas service is provided. This may be different from the mailing address.



Billing Date 12-JUN-2019
 Bank Draft Date 05-JUL-2019
 Amount Drafted \$21.87
 Account Number 000000000-0000000-7

1111 RE JOHN DOE
 APT 123
 123 MAIN ST
 ALBUQUERQUE NM 87110

Page 1 of 2

Bill Date 12-JUN-2019 Account Number 000000000 - 000000000 - 7 Service Address 123 MAIN ST NW ALBUQUERQUE, NM

Billing Summary	Payments Received Since Last Statement (Thank You)	\$25.62
Current Charges	Gas Service	\$21.87
Total Amount Due (This Amount Will Be Drafted)		\$21.87

\$21.87 will be drafted on JUL 05, 2019

Gas Connectors Flexible natural gas connectors are corrugated metal tubes that attach gas appliances to your gas supply pipes. Connectors can fail over time and should be replaced. Call your licensed HVAC professional to inspect these gas connectors.

Aerial Leak Survey Did you know that we fly a helicopter 1,520 miles around New Mexico to check our network of transmission pipelines? The helicopter has high-tech monitoring equipment and is able to detect the smallest pipeline leaks. Your safety is our business!

Gas Emergencies If you smell gas (a rotten egg odor) or suspect a gas leak, don't delay - get away! Call our emergency line anytime day or night at 1-888-NM-GAS-CO (1-888-664-2726).

How to Contact us: Office Address : 1625 Rio Bravo SW Ste 27 Albuquerque, NM 87105
 Telephone : 505-667-3335 or (1-888-664-2726)
 Call Center Hours Monday - Friday : 7:30 AM - 6:00 PM Website: www.nmgco.com
 Payment Options Pay by Phone : 1-866-508-9320 Pay Online: www.nmgco.com



PLEASE DETACH AND ENCLOSE THIS COUPON WITH CHECK PAYABLE TO NEW MEXICO GAS COMPANY

Account Number 000000000-0000000-7

TOTAL AMOUNT DUE \$21.87

Service Address JOHN DOE
 123 MAIN ST NW
 ALBUQUERQUE, NM

HEAT New Mexico Fund \$
 New Mexico Gas Company matches your contribution

1111 RE New Mexico Gas Company
 PO Box 27895
 Albuquerque, NM 87125-7895

TOTAL AMOUNT ENCLOSED \$

\$21.87 will be drafted on JUL 05, 2019

0 5 0000000000000000 7 00000000000 0 2

JOHN DOE

Energy efficiency programs result in cost savings and benefit the environment. Visit our website www.nmgco.com to learn more about our programs and rebates that may be available to you.

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Bill Date 12-JUN-2019 Account Number 000000000 - 000000000 - 7 Service Address 123 MAIN ST NW ALBUQUERQUE, NM

Service # 200 Gas

Meter # 5099999

Meter Reading	Meter Read Date	Days Billed	Meter Readings	Meter Constant	SCF Used	Conversion Factor	Therms
Actual	12-JUN-2019	30	7548 - 7525	X 1,000 =	24,900	X 0.867200 =	20,812

Item	Amount	Therms	Rate
Sales, T&D, Residential - G880			
Cost of Gas 18 DAYS-May		12,867	\$ 0.1001000
Cost of Gas 12 DAYS-Jun		8,329	\$ 0.2134000
Surcharge		20,812	\$ 0.0000000
Distribution		20,812	\$ 0.1981000
Transmission		20,812	\$ 0.0000000
Weather Adjustment		20,812	\$ 0.0000000
Access Fee			\$15.50
Gas Energy Efficiency Fee			\$0.27
Pipeline Safety Fee			\$0.09
Franchise Fee			\$0.09
Green Receipts Tax			\$1.00

Total Current Gas Charges \$21.87

GRAPH DISPLAYED BY THERMS
 Average cost per therm was \$0.75
 Average rate per therm was \$0.86 Therms

16 The JUL cost of gas is estimated to be \$2531/therm. For updated prices call 888-NM-GAS-CO (888-664-2726). Based on last year's usage your next gas bill is estimated to be between \$16.00 and \$20.00.

- 5 Pay by date/Payment due date:** The calendar date your bill is due, shown as the “pay no later than” date. Payment must be received on or before this date to avoid late fees or service disconnection.
- 6 Message area:** Features news, updates and special information.
- 7 Therm:** The measure of heating value equal to 100,000 British thermal units (Btus) used in the cost of gas and cost of service calculations.
- 8 Cost of gas:** The price New Mexico Gas Company pays for your gas each month, which is passed through to you with no profit.
- 9 Surcharge:** An approved miscellaneous refund or fee.
- 10 Distribution and transmission fees:** Covers costs of transporting and distributing natural gas to cities and towns as well as operations and maintenance costs.
- 11 Weather Adjustment:** A credit or fee that adjusts a customer’s bill based on whether the winter months are warmer (a fee is imposed) or colder (credit is provided) than the average over a ten-year period.
- 12 Access fee:** Reflects the basic monthly costs of operating and maintaining gas pipelines and the costs of meter reading and billing services.
- 13 Energy efficiency fee:** Covers the cost of energy efficiency programs, which offer rebates on energy efficient products and services.
- 14 Pipeline safety fee:** A fee imposed by the State of New Mexico to fund the Pipeline Safety Bureau.

- 15 Franchise fee:** A fee imposed by cities for the use of public rights-of-way to bring natural gas service to homes and businesses.
- 16 Estimate for next month's gas:** The estimate of your next month's gas bill based on the estimated cost of gas and your usage the previous year.
- 17 Usage graph:** Reflects your gas used this month, this month last year and last month as well as average gas usage per day (in both therms and cost).

HELP WITH BILL PAYMENTS

The Low-Income Home Energy Assistance Program

(LIHEAP): Qualified low-income families can receive assistance with their energy bills through this program. Contact the State of New Mexico Human Services, toll free, at 800-283-4465, or the tribe or pueblo entity that administers a Tribe's or Pueblo's LIHEAP. They can answer questions about income and family size requirements to qualify for the program.

Energy Efficiency Programs: Energy efficiency programs result in cost savings and benefit the environment. Visit www.nmgco.com/en/energy_efficiency to learn more about our programs and rebates that may be available to you.



PAYMENT OPTIONS



New Mexico Gas Company customers have a variety of bill payment options in addition to the traditional method of mailing us a check or money order each month. A complete list is available online at https://www.nmgco.com/en/pay_my_bill. Options include:

AUTOMATIC BANK DRAFT: Reduce your paperwork. With automatic bank draft, New Mexico Gas Company can withdraw your gas bill payment each month from your designated checking or savings account. For an application, go to www.nmgco.com.

BUDGET BILLING: Avoid seasonal fluctuations in your gas bill by enrolling in this convenient plan that allows you to pay a predetermined amount each month, based on your previous usage history. Enroll in or discontinue the plan at any time. Call 1-888-NM-GAS-CO (1-888-664-2726) to enroll.

Card Payment: Through Speedpay, you can pay your New Mexico Gas Company bill using a credit or check card, ATM card or e-check. This service is available 24/7 for a small transaction fee.

Electronic Payment: You can make a free one-time gas payment electronically from your checking or savings account, 24 hours a day, seven days a week. Payments made by 6 p.m. (MST) will be credited to your account for the next business day. To make a payment, visit

https://www.nmgco.com/en/pay_electronically.

PAYMENT LOCATIONS: Make a payment at any New Mexico Gas Company business office, drop box, or an authorized third-party payment location. For a list of business office locations near you, see the list at the end of this booklet or visit www.nmgco.com.

SPOTLIGHT ON SAFETY

Call Before You Dig! Before beginning any excavation project, contact New Mexico One Call by calling 811. Utility crews will mark natural gas and other utility lines in the project area to help avoid potentially dangerous situations. Damage to underground facilities caused by failure to contact New Mexico One Call before beginning an excavation project can result in stiff penalties.

If You Smell Gas, don't delay – get away! Get everyone out of the building immediately, then call New Mexico Gas Company from a safe distance at 1-888-NM-GAS-CO (1-888-664-2726). Do not turn on or off any electrical or battery-operated devices, as this may cause a spark.

That includes not 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 the gas company safety experts have given the all-clear.

Carbon Monoxide: The Silent Killer. Carbon monoxide is an odorless, tasteless and colorless gas that can result in extreme illness, or even death, with prolonged exposure. The first signs of carbon monoxide poisoning include: flu-like headache, nausea, vomiting, drowsiness and ringing in the ears. If you suspect a carbon monoxide problem, open all the windows and doors, leave the building, and call the New Mexico Gas Company Emergency Line at 1-888-NM-GAS-CO (1-888-664-2726). Breathing carbon monoxide is a poisoning emergency. If you experience symptoms of carbon monoxide poisoning, seek immediate medical help: Call the New Mexico Poison Center – 24 hours a day, 7 days a week, toll-free, at 800-222-1222. To protect against carbon monoxide poisoning, install a UL-approved carbon monoxide detector in your home and have your furnace and other natural gas-powered appliances inspected by a licensed contractor before the start of each heating season.

Also, follow the manufacturer's indications to perform the installation, maintenance, operation and repair of all natural gas appliances safely. Never use a gas oven to heat your home. When using a chimney, open the duct to make sure it is vented safely.

Sewer Lines

New Mexico Gas Company, as well as other companies, at times utilize various boring technologies to install underground utilities, including natural gas pipeline. Despite precautions taken, there are rare occasions when a bore may result in a gas line puncturing a sewer line. If your sewer line is blocked, there

Flexible Natural Gas Connectors

If you have a natural gas appliance that is more than 25 years old, it is a good idea to have the gas connectors replaced. **DO NOT** attempt to check the connectors yourself. Instead, have a qualified technician inspect your appliances and, if necessary, replace the connectors for you.

Flexible natural gas connectors are corrugated metal tubes that attach gas appliances to a home or building's natural gas supply pipes. Some older, uncoated brass flexible gas connectors are still in use and can corrode or break. Be cautious when moving an appliance to check the gas connector, this may cause the connector to break, potentially resulting in a gas leak or fire.



is a chance the blockage may be caused by an intersecting natural gas pipeline. This can present a serious safety risk if not cleared properly. **Before you attempt to clear a sewer pipe, contact a professional plumber for assistance.**

Corrugated Stainless Steel Tubing (CSST)

Corrugated Stainless Steel Tubing (CSST) is a flexible, stainless steel pipe used to distribute natural gas within residential, commercial and industrial structures. Coated with a yellow exterior plastic coating, CSST is usually routed beneath floors, inside interior walls and in attic spaces.

While CSST features many benefits, it must be properly bonded and grounded for a safe installation. Proper bonding and grounding will reduce the risk of damage and fire from a nearby lightning strike.

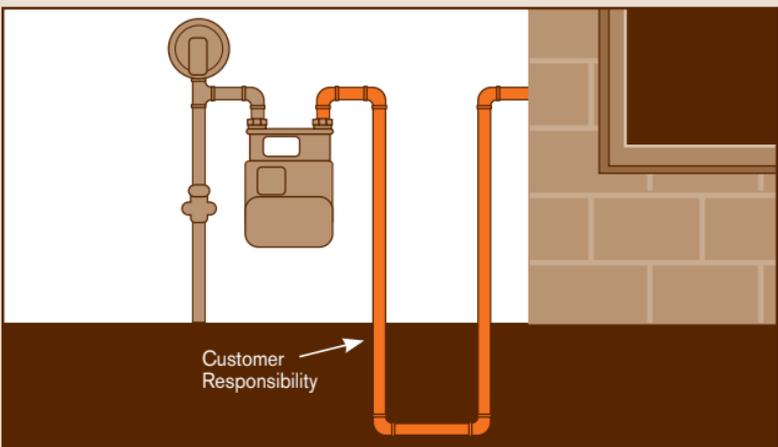


***NMGC doesn't provide inspection service for CSST installations. Please contact your builder, contractor or a qualified professional for an evaluation or for more information. Or visit www.csstsafety.com.**



MAINTAINING YOUR GAS LINES

Did you know that you are responsible for the maintenance of underground lines that run from your meter to your home or business? New Mexico Gas Company is responsible for maintaining the natural gas line up to the meter. The customer owned lines – often called “yard lines” – from the meter to your building or appliance are your responsibility and should be inspected periodically for signs of wear. If your gas meter sits next to your home or business, there is probably no underground piping for which you are responsible for. However, if your meter is at any other location, you are responsible for the maintenance of the piping that runs from the meter into your building or appliance. In some cases, this piping may not be protected from corrosion, which can weaken or destroy the metal in the pipes. Buried piping should be periodically inspected for corrosion and leakage. Any unsafe conditions discovered should be repaired. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. Contact a plumber or contractor to assist you in locating, inspecting and repairing **YOUR** buried piping. If you are a tenant, contact your landlord.



Only NMGC personnel and authorized first responders may perform work on or handle any NMGC gas meter. Unauthorized work or handling of the meter, including turning service on or off, is tampering, is dangerous, and may result in a penalty.

FOR MORE INFORMATION

NEW MEXICO GAS COMPANY

Customer Service: 1-888-NM-GAS-CO (1-888-664-2726)

Customer Service Email: customerservice@nmgco.com

Website: www.nmgco.com

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

New Mexico One Call: Call 811 before you dig

Mailing Address

New Mexico Gas Company

P.O. Box 97500

Albuquerque, NM 87199-7500



Business Offices:

Albuquerque

1625 Rio Bravo
SW, Ste. 27

Alamogordo

2101 Indian Wells

Anthony

350 Acosta Rd.

Artesia

510 W. Quay St.

Carlsbad

2115 San Jose Blvd.

Chama

2011 S. Hwy 17

Clayton

97 Santa Fe Drive

Clovis

600 Georgia

Espanola

340 Paseo de
Oate

Farmington

603 W. Elm

Gallup

1510 E. Aztec

Grants

990 Sakalares Blvd.

Los Lunas

2431 Main St. SE

Lovington

1235 W. Ave. D

Portales

100 W. First St.

Rio Rancho

1109 Rio Rancho
Blvd SE (Hwy 528)

Roswell

1300 N. Garden

Santa Fe

1700 C
St. Michael's Drive
Suite 110

Silver City

1100 N. Hudson

Taos

1110 Gusdorf Road

Truth or Consequences

2161 Sanford
Wilson Rd.

Tucumcari

209 E. Center St.