



FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT:

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Tim Korte
(505) 697-3643

Tim.Korte@nmgco.com

NEW MEXICO GAS COMPANY WILL RESUME NORMAL BILLING PRACTICES
ASSISTANCE IS AVAILABLE FOR CUSTOMERS WHO HAVE FALLEN BEHIND

ALBUQUERQUE – New Mexico Gas Company is returning to normal billing practices, including disconnection of service for customers with past due amounts, on August 12.

Help is available, and delinquent customers are urged to contact NMGC immediately for information on payment assistance programs or to make payment arrangements.

“We’d prefer not to disconnect any customers. That’s always a last resort,” NMGC President Ryan Shell said. “We want to help. We’re here to work with customers who have fallen behind. For customers who need assistance, please don’t wait until August 12, when the transition period ends and disconnections resume. Customers in need should call us or come see us right away.”

To get help or make payment arrangements, customers can:

- Call us at 1-888-664-2726.
- Visit any of our 22 statewide [payment centers](#).
- Go to our website at nmgco.com/assistance to learn more.

During the COVID-19 pandemic, NMGC established \$1.2 million in assistance programs for small business customers and income-qualified residential customers.

Residential customers can apply for help through New Mexico Gas Company’s [HEAT New Mexico](#) program. Small business owners can apply online at www.nmgco.com/SmallBusiness/CovidRelief.

Payment assistance is also available for residential customers through the Low-Income Home Energy Assistance Program (LIHEAP) and the State of New Mexico Emergency Renters Assistance Program.

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About New Mexico Gas Company

As the largest natural gas distribution utility in the state, New Mexico Gas Company serves 530,000 customers throughout New Mexico. New Mexico Gas is a subsidiary of Emera Inc. Visit our website at www.nmgco.com

About Emera

Emera Inc. is a geographically diverse energy and services company headquartered in Halifax, Nova Scotia, with approximately \$31 billion in assets and 2020 revenues of more than \$5.5 billion. The company primarily invests in regulated electricity generation and electricity and gas transmission and distribution with a strategic focus on transformation from high carbon to low carbon energy sources. Emera has investments throughout North America, and in four Caribbean countries. Emera's common and preferred shares are listed on the Toronto Stock Exchange and trade respectively under the symbol EMA, EMA.PR.A, EMA.PR.B, EMA.PR.C, EMA.PR.E, EMA.PR.F and EMA.PR.H. Depositary receipts representing common shares of Emera are listed on the Barbados Stock Exchange under the symbol EMABDR and on The Bahamas International Securities Exchange under the symbol EMAB. Additional Information can be accessed at www.emera.com or at www.sedar.com.