

# Natural Gas Pipeline

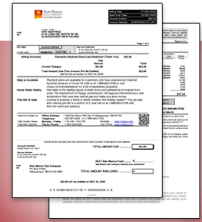


August 2021 | nmgco.com



## IMPORTANT NOTICE ABOUT BILLING PRACTICES

We will resume our normal billing practices for residential customers in mid-August 2021, including disconnections of delinquent customers. If you've fallen behind, we're here to help. Please call us at 1-888-664-2726 to enter a payment plan and learn about available assistance programs.



## WHO MAINTAINS YOUR GAS LINES?

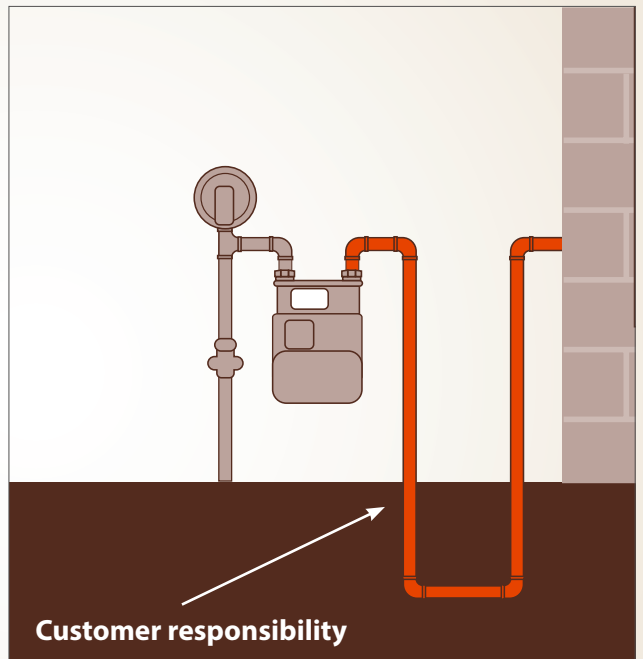


**Your safety is very important to us.**

New Mexico Gas Company is responsible for maintaining gas lines up to our gas meter. If you will be excavating or digging, call 811 and utilities will come out and mark their lines for free. It is important to know that NMGC marks its lines up to the meter, not beyond. The maintenance of the gas line between our meter and your home or building is your responsibility and should be worked on by a trained professional.

Your gas pipes should be periodically inspected by a licensed plumber or heating contractor for corrosion and leakage. In some cases, these pipes may not be protected from corrosion, which can weaken or destroy metal. Any unsafe conditions that are discovered should be repaired.

When excavating or digging, you should have your gas piping located in advance, and excavate by hand near the pipes. Contact your local plumber or licensed heating contractor to assist you in locating, inspecting and repairing your buried pipes.



If you are a tenant, please contact your landlord.

For more information on natural gas line safety or maintenance, please visit our website at <https://www.nmgco.com> or call us at 1-888-NM-GAS-CO (1-888-664-2726).

## Quién Mantiene Sus Líneas de Gas?

Su seguridad es muy importante para nosotros. New Mexico Gas Company es responsable por el mantenimiento de las líneas de gas hasta nuestro medidor de gas. Si usted va a excavar, llame al 811, y las compañías de utilidades saldrán para marcar sus líneas. Es importante saber que NMGC marca las líneas de gas solamente hasta el medidor de gas. El mantenimiento de la línea de gas desde nuestro medidor hasta su casa o edificio es su responsabilidad.

Sus tuberías de gas deben ser inspeccionadas periódicamente por un plomero licenciado o un contratista de calefacción para la corrosión y fugas. A veces, estos tubos no están protegidos sobre la corrosión, que puede debilitar o puede destruir metal. Cualquier condiciones peligrosas que son descubiertas deben ser reparadas. Antes de excavar, usted debe tener su tubería de gas localizada en avance y excavar con la mano cerca de las tuberías. Contacte un plomero o contratista de calefacción local para ayudarlo a localizar, inspeccionar y reparar sus tubos enterrados. Si usted es un inquilino, notifique por favor a su propietario.

Para más información sobre la seguridad de líneas de gas natural o mantenimiento, por favor visite a nuestro sitio web en <https://www.nmgco.com> o llámenos al 1-888-NM-GAS-CO (1-888-664-2726).

## CUSTOMER SERVICE GUIDES

A summary of New Mexico Gas Company customers' rights and responsibilities is included in our Customer Service Guide. These free guides are available in English and in Spanish on our website. You may also request to have a copy mailed to you by calling or emailing us.

## HOW TO REACH US

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).

## PHONE

**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)

## ONLINE

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

## Website

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

## New Mexico 811

Call 811 before you dig



@nmgasco



Facebook.com/NMGasCo



@nmgasco



@nmgasco

## MAILING ADDRESSES

### 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 these costs directly on to you. Your monthly cost of gas rate and charges can be found as a line item on your bill. Also included on your monthly bill, based on your consumption are the next month's estimated cost of gas charges. Beginning July 2021 through December 2023, your monthly cost of gas rates will include additional amounts to recover the costs incurred during the February 2021 Winter Weather Event. To level out the impact to Residential Customers' monthly bill, New Mexico Gas Company will adjust the monthly cost of gas rate seasonally by adding \$0.2761 per therm from May through September, and \$0.0675 per therm from October through April. New Mexico Gas Company will adjust the monthly cost of gas rates for irrigation customers by \$0.0179 per therm, and non-residential customers by \$0.0986 per therm. Please call us at 505-697-3335 for the monthly and estimated cost of gas rates.