



## IMPROVE YOUR HOME COMFORT AND SAVE

**NEW MEXICO GAS COMPANY OFFERS REBATES UP TO \$500 ON ATTIC AND ROOF INSULATION**

A properly sealed and insulated home can help you keep your comfort up and your cooling costs down—even in summer's hottest weather. But how do you know where you stand when it comes to insulation and air sealing? With just a few tools you probably already own, you can complete a check of your home.

Start with a ruler or tape measure and check the depth of your current attic insulation. If the level is less than 6 inches, you need to add more insulation. Check for air leakage by taking a close look at the exterior corners of your home. Inside, look for any cracks and gaps around doors, windows, baseboards, and vents.

### HOW TO KNOW YOUR HOME MAY NEED MORE INSULATION WITHOUT CLIMBING INTO YOUR ATTIC

- *Your home was built before 1990*
- *You have an expensive or unanticipated increase in your energy bill*
- *Your home isn't cooling properly, and some rooms are warmer or cooler than others*

According to ENERGY STAR®, homeowners who seal air leaks and add insulation increase home comfort and can save an average of 15% on their annual cooling and heating costs. Plus, you can:

- *Reduce outdoor noise*
- *Prevent pollen, dust, and insects from entering your home*
- *Control humidity*



**New Mexico Gas Company offers a rebate for 25% of the cost, up to \$500, when you work with a participating contractor to add insulation.**

Here are two common types of insulation for your attic or roof:

#### BLOWN-IN OR LOOSE FILL

A good choice for older homes with flatter roofs (less headroom), unique shapes, or multiple obstructions like pipes, vents, and crossbeams.

#### RIGID OR SPRAY FOAM

One of the most energy-efficient options because it seals gaps, hard-to-reach places, and crevices that are often impossible to get to with other products. Foam is ideal for both attics and flat roofs.



Get information on available rebates for adding insulation at [nmgcgetrebates.com/insulation-rebates](http://nmgcgetrebates.com/insulation-rebates).

## ASSISTANCE IS AVAILABLE!

If you've experienced financial hardship, local resources are ready to help.

Visit [www.nmgco.com/assistance](http://www.nmgco.com/assistance) for more information.



### SAFETY MESSAGE

## WHAT ARE EXCESS FLOW VALVES?

Excess flow valves (EFVs) are devices that can be installed by NMGC on your natural gas service line - the underground line that runs from the main line to the meter.

EFVs are designed to restrict natural gas flow when it exceeds prescribed limits, such as when a service line is damaged due to excavation or other similar activity. EFVs do not protect against leaks beyond the meter assembly (on your house piping).

These devices help prevent the buildup of gas – reducing the chance of natural gas fires and explosions, personal injury, and property damage. They are not required for the normal, safe operation of customer service lines.

On existing service lines, it's up to the customer to choose to install an EFV, and installation is performed at the customer's expense. Cost can vary depending on the difficulty of installation. Once installed, there is no additional expense to the customer. Customers may request installation and pricing information by contacting NMGC at 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 the cost from suppliers directly on to you. Current rates are available on our website at [www.nmgco.com/en/cost\\_of\\_gas](http://www.nmgco.com/en/cost_of_gas) or by calling 1-888-664-2726.