

Natural Gas Pipeline



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RESOLVE TO SAVE ENERGY THIS YEAR

Every New Year, millions of people make resolutions. This year, make a home energy efficiency resolution that lasts. Here are a few ideas to get you started on your resolution to make your home more energy efficient:



INSTALL

and set a programmable thermostat



LOOK

for ENERGY STAR® appliances



LET

the sunshine in



CONDUCT a home energy audit to help understand the whole picture of your home's energy use.

Visit <https://nmgc.energysavvy.com> and discover your savings potential!



SAFETY MESSAGE: WHAT IS AN EXCESS FLOW VALVE?

An excess flow valve is a device that can be installed by NMGC on your home or business 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. Excess flow valves are not able to protect against leaks beyond the meter assembly – in other words, 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. The 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 us at 1-888-664-2726.



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 https://www.nmgco.com/en/cost_of_gas or by calling 1-888-664-2726.



DID YOU KNOW?

Pipelines are the safest, most environmentally friendly and most efficient and reliable mode of transporting natural gas, according to the U.S. Department of Transportation. The natural gas industry operates **2.4 million miles** of transmission and distribution pipelines across the country, providing service to more than **177 million Americans**.

**Source American Gas Association*

CONNECT WITH US ON SOCIAL MEDIA

Want to be part of the discussion? Come join us! Like New Mexico Gas Company on Facebook and LinkedIn, subscribe to our YouTube channel and follow @nmgasco on Twitter to stay connected and receive the latest news, important safety and energy savings tips, helpful customer service information and much more!



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Meter Tampering

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.



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

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

Para información en español llámenos al 1-888-NM-GAS-CO (1-888-664-2726) o visite nuestro sitio en línea 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

Website

www.nmgco.com

New Mexico 811

Call 811 before you dig



@nmgasco



Facebook.com/NMGasCo



@nmgasco



@nmgasco

MAILING ADDRESSES

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PO Box 97500
Albuquerque, NM 87199-7500

Payment Address

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Albuquerque, NM 87125-7885