

Natural Gas Pipeline



BUDGET BILLING

Cold weather is on the horizon and once you start your gas-fired furnace, you'll likely see your gas usage and your natural gas bills increase. To help our customers avoid month-to-month differences in their natural gas bills, New Mexico Gas Company offers a free, convenient program called Budget Billing. This program averages your payments throughout the year, so you pay a pre-determined amount each month. The monthly budget billing amount is based on usage history and is reviewed and may be adjusted periodically to help avoid overpayments or underpayments.



To be eligible for Budget Billing, customers must be current in their bill payments. Enrollment is open to eligible customers at any time. Customers also may leave the program at any time and any underpayments or overpayments will be reflected on the next bill statement. To enroll in our Budget Billing program, please call Customer Service at 1-888-664-2726 or visit https://www.nmgco.com/en/budget_billing.

HOW TO RECOGNIZE AND WHAT TO DO IF YOU SMELL GAS



Since natural gas is odorless and invisible, as a safety precaution, an odorant is added to give it a rotten egg or sulfur-like odor. This odor is intended to help alert people to the presence of natural gas. You also may be able to recognize a natural gas leak in other ways, including an unusual hissing noise, blowing dirt for no apparent reason, an unusual dry spot in the ground or dead vegetation for no apparent reason, bubbles in standing water, and frozen ground in warm weather.

Natural gas can be hazardous and must be used and treated with caution. If you smell natural gas or suspect a gas leak, don't delay — get away! **Get everyone away from the area or**

out of the building immediately, then report the situation to 911 and then call our 24/7 hotline at 1-888-NM-GAS-CO (1-888- 664-2726).

The hotline is available 24 hours a day every day of the year. We'll investigate and let you know when it's safe to return.



USE A GAS DETECTOR TO HELP DETECT NATURAL GAS

Residential methane detectors, also called gas detectors, are commercially available and are another tool that may assist in detecting the presence of natural gas. Gas detectors listed by the Underwriters Laboratories (UL) can be used as an extra measure of safety for detecting the presence of natural gas. Gas detectors emit a sound when gas is present and do not depend on sense of smell. These alarms must be installed according to the manufacturer's instructions.



THE COST OF GAS

As a regulated utility, NMGC 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 or by calling 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 AT NEW MEXICO GAS COMPANY

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 Email:
customerservice@nmgco.com

Website

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
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Albuquerque, NM 87125-7885