

# Natural Gas Pipeline



February 2021 | [nmgco.com](http://nmgco.com)



## NMGC employees raise funds for United Way

New Mexico Gas Company employees participated in a campaign to benefit United Way of Central New Mexico last fall, raising \$229,802. We exceeded our goal of increasing new donors by 10%, having a total of 40 new donors joining the campaign. In addition to our new donors, 47% of our existing donors increased their donations.



This year's campaign presented new challenges because of changes dictated by COVID-19 and so many employees working from home. Instead of in-person fundraising, employees engaged in an online silent auction, costume contest and pumpkin carving contest.

Every year, NMGC employees outside the Albuquerque area also participate in activities and fundraising to support United Way chapters across New Mexico. We are proud to make a difference in our communities.



## Sewer Line Safety



Natural gas utilities across the country have discovered locations where natural gas pipes were inadvertently installed through sewer pipes.

This is known as a cross-bore. It doesn't create a safety hazard as long as the natural gas pipe is undamaged. However, damage to gas pipes can occur when equipment is used to unclog sewer pipes.

This can lead to a leak that could result in a fire or explosion, possibly causing injury or even death to those who unclog the sewer pipes and to those who are inside structures that are connected to the sewer pipe.

New Mexico Gas Company has hired Pro-Pipe, a contractor, to inspect sewer lines across New Mexico Gas Company's service areas. Currently, these crews are working in Albuquerque and Silver City. Pro-Pipe will confirm gas pipelines have not intersected with sewer lines. See [nmgco.com/en/Sewer\\_Work\\_Safeguards](http://nmgco.com/en/Sewer_Work_Safeguards) for more information, or call 1-888-664-2726.

## Water Heater Safety

Colder weather brings the potential for people to increase the temperature of their water heaters. Hot water is the leading cause of scald burns and admissions to hospital burn units. A safe recommended temperature is 120 degrees Fahrenheit. This setting uses less natural gas and helps you save money.

### Assistance is available!

If you've experienced financial hardship, local resources are ready to help. Visit <https://www.nmgco.com/en/assistance> for more information.



## Resolve to save energy in 2021

Every New Year, millions of people make resolutions, forgotten by the end of January. This year, make a home energy efficiency resolution that lasts with these tips:

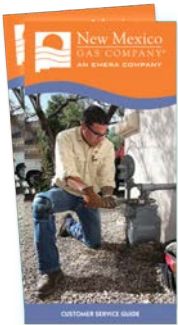


- Install and set a programmable thermostat
- Look for ENERGY STAR® appliances
- Let the sun shine in
- Conduct a home energy audit to help understand the whole picture of your home's energy use. Visit <https://nmgc.energysavvy.com> and discover your savings potential!

## 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 American Gas Association reports that 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.

## Customer Service Guide



Our free Customer Service Guide, available in both English and Spanish, provides important information for customers. This guide includes billing information, steps on how to stop and start service, natural gas safety, customer rights and responsibilities and more. It can be found on our website at [https://www.nmgco.com/en/customer\\_service\\_guide](https://www.nmgco.com/en/customer_service_guide). You can also request to have a copy mailed to you by calling 1-888-664-2726.

## HOW TO REACH US

Para información en español  
Ilámenos 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



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## 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 of natural gas from suppliers directly on to you. January's cost of gas is \$0.3081. The February cost of gas can be found as a line item on your bill beginning February 1st. Last February's cost of gas was \$0.2124. The estimated average home gas use for February is 94 therms and the estimated average residential gas bill for February is \$76. We do not make a profit on the natural gas we purchase on behalf of our customers.



**New Mexico**  
GAS COMPANY®  
AN EMERA COMPANY