



## ASSISTANCE PROGRAMS ARE STILL AVAILABLE TO HELP

*Many of our customers have been financially impacted by the ongoing COVID-19 pandemic. If you or someone you know has experienced financial hardship, New Mexico Gas Company can help.*

We have multiple payment assistance plans available right now that utilize local resources. And if you're not able to pay the full amount due on your bill, we can get you into a payment plan to keep your account current.

### LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

LIHEAP is administered by the New Mexico Human Services Department and assists with utility bills for income-qualifying New Mexico residents. To apply, visit a New Mexico Human Services office or online through the YES New Mexico portal. Or call New Mexico Human Service Customer Service, toll free, at 1-800-283-4465. Visit [www.nmgco.com/en/low\\_income\\_assistance](http://www.nmgco.com/en/low_income_assistance) for more information.

### NMGC'S HEAT NEW MEXICO PROGRAM

Heat New Mexico, administered through the Salvation Army, helps income-qualifying families with payment assistance toward their natural gas bill. Visit our Heat New Mexico page at [www.nmgco.com/en/HEAT\\_For\\_Help](http://www.nmgco.com/en/HEAT_For_Help) for information.

### HELP NEW MEXICO, INC.

HELPM-Cares provides stabilization/emergency assistance to community members who have been directly impacted by COVID-19 in the following counties: Bernalillo, Colfax, Mora, San Miguel, Torrance, Rio Arriba, Los Alamos, Sandoval, Santa Fe and Taos. Services include assistance towards rent or mortgage, food, utilities (gas, electric, water and propane), medical and other identified needs. For information on applying, visit [www.helpnm.com](http://www.helpnm.com).

### DONA ANA COUNTY EMERGENCY RENT & UTILITIES ASSISTANCE PROGRAM

Dona Ana County Emergency Rental Assistance is available to help residents who were financially

impacted by COVID-19 with their rent and renters' utility payments. This grant does not cover mortgage payments nor mortgage owners' utilities. Money is available for residents of unincorporated areas and those within the municipalities of the cities of Las Cruces, Sunland Park and Anthony, the Village of Hatch and the Town of Mesilla. For more information visit [www.donaanacounty.org/rent-utilities-assistance](http://www.donaanacounty.org/rent-utilities-assistance) or by phone at 575-525-5898.



*Our friendly customer service representatives are ready to help.*

### STATEWIDE EMERGENCY RENTAL ASSISTANCE PROGRAM

Do you rent your home or apartment? Rental and utility assistance is available for residential customers, and you could be eligible to have several months covered. Rental assistance can be used for unpaid, current and future rent and utilities. Call 1-833-485-1334 or visit [renthelpnm.org](http://renthelpnm.org).

If you need assistance, why wait? Please call us at 1-888-664-2726 to ask about assistance or to discuss a payment plan that meets your needs. Our Call Center is open from 7:30 a.m. to 6:00 p.m. every Monday through Friday, and our customer service representatives are ready to help.

If you have fallen behind, we can set up a program to help you catch up. Please don't wait any longer. Call us today and let's talk about the options available to help you.



## Safety Message: Water Heaters

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.

## Energy Efficiency

We are passionate about saving you money with several resources, programs and tips to help you save on your natural gas bill.

### Get started with the Home Energy Analyzer

This easy, 5-minute online survey will tell you exactly how you can reduce your gas bill based on how energy is used in your home. It also recommends the rebates that can benefit you. Get started at [nmgc.energysavvy.com/residential/start](http://nmgc.energysavvy.com/residential/start).

### Energy and money-saving programs

- Save money for your wallet while you save water for New Mexico with a free high-efficiency showerhead and water savings kit.
- Turn up the comfort and turn down the costs with an ENERGY STAR smart thermostat. Not only can it help you save up to \$180 per year off your gas bill, but we'll give you a \$50 rebate if you buy one now.

### Special offers for business owners

From the Efficient Buildings Program to multi-family programs for your property, there are several ways to save money and make your business more energy efficient.

Learn more about all our rebate and energy-saving programs at [www.nmgcgetrebates.com](http://www.nmgcgetrebates.com).



## 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 at any New Mexico Gas Company Business Office or on our website. You may also request a copy to be 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.