

# Natural Gas Pipeline



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## NEED HELP? ASSISTANCE IS AVAILABLE

Many have been financially impacted by the Covid-19 pandemic. If you are experiencing hardship, there are resources ready to help:

### **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 bills. For more information on applying for HEAT New Mexico, visit our Heat For Help page at [www.nmgco.com/en/HEAT\\_For\\_Help](http://www.nmgco.com/en/HEAT_For_Help). You can also call the Salvation Army at 505-872-1171.



### **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 the YES New Mexico portal at [www.yes.state.nm.us](http://www.yes.state.nm.us), or call New Mexico Human Services Customer Service at 1-800-283-4465.

### **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 toward 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).

## Safety Message: Protect Yourself from Carbon Monoxide



Safe, clean, reliable natural gas is a smart way to stay warm and comfortable this winter. When appliances are installed properly and operating efficiently, natural gas burns cleanly and safely. It is important, however, to make sure all fuel-burning heaters and appliances are working properly to prevent the creation of carbon monoxide. To ensure that your gas appliances are performing efficiently consult a licensed plumber or HVAC contractor.

## Let's Make an E-Connection!

Want to be part of the discussion? Come join us! Like New Mexico Gas Company on Facebook, 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 more!



## How we are approaching 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 2020 Efficient Buildings Program to multi-family programs for your property, there are several ways to save energy 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).

### That's a wrap!

Heating water accounts for up to 25% of every energy dollar you spend, so the most cost-effective way to conserve energy is to wrap your water heater! You can think of it like a jacket, keeping your water heater warm even when it's not active.

## 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. December's cost of gas is \$0.3558. The January cost of gas can be found as a line item on your bill beginning January 1st. Last January's cost of gas was \$0.2694. The estimated average home gas use for January is 123 therms and the estimated average residential gas bill for January is \$89.

**We do not make a profit on the natural gas we purchase on behalf of our customers.**

## 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



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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