

# Natural Gas Pipeline



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



## OUR COVID RELIEF FUND IS NOW AVAILABLE TO HELP SMALL BUSINESSES IMPACTED BY THE PANDEMIC



*There have been so many changes to the landscape of the business community since the start of the COVID-19 pandemic. One thing that hasn't changed is New Mexico Gas Company's appreciation for small businesses in our state.*

If your small business has been impacted by the pandemic, we recently launched a Small Business COVID-19 Relief Fund. To qualify, a small business must be:

- Registered with the New Mexico Secretary of State.
- An active non-residential, Small Volume Rate 54 customer
- A New Mexico locally owned business with 50 or fewer employees.
- Experiencing financial hardships due to COVID-19 with an account at least 30 days in arrears.
- Able to pay at least 15% of the past due balance and agree to enter into a payment arrangement for any remaining past due balance.

If you meet these requirements, you could be eligible for a one-time credit of 50 cents for every dollar paid, up to a maximum credit of \$250.

We are committed to helping our small business customers, and we want to make paying your natural gas bill a little bit easier. This is a limited fund that will be available on a first come, first served basis, through March 31, 2022, or until funds are exhausted, whichever comes first. So, don't wait!

For more information, log on to [www.nmgco.com/SmallBusiness/CovidRelief](http://www.nmgco.com/SmallBusiness/CovidRelief) or call 1-888-664-2726 today.

### Offices Reopening

Our customer walk-in offices will re-open May 3, 2021 to take payments and to assist with payment plans. Please wear a mask and practice social distancing standards. For a list of our walk-in locations, please visit [www.nmgco.com/en/NMGC\\_Physical\\_Locations](http://www.nmgco.com/en/NMGC_Physical_Locations).

### Budget Billing

For our budget-minded customers, we offer a convenient way to pay your gas bills while leveling out high winter costs. Sign up for Budget Billing on our website at [www.nmgco.com/en/budget\\_billing](http://www.nmgco.com/en/budget_billing).

## SAFETY MESSAGE

### Flexible Connectors

Flexible natural gas connectors are corrugated metal tubes that attach gas appliances to a home or building's natural gas supply pipes. Some flexible connectors manufactured between 1970 and 1980 fail over time and need to be replaced.



Only a qualified technician, such as a licensed plumber, HVAC or contractor, should inspect your appliances and, if necessary, replace the connectors for you. Don't attempt to do this yourself.

After disconnecting gas appliances, gas connectors should always be removed, and the fuel line should be plugged and capped.

Gas pipes should be properly maintained and never used for unintended uses such as hanging clothes. These connectors are used most often with gas ranges, ovens, clothes dryers, furnaces and water heaters.

For your safety, we recommend that you contact a qualified HVAC or plumbing professional. Do not attempt to move or inspect natural gas appliances on your own. Moving an appliance even slightly could result in the connector failing and potentially creating a dangerous situation.

### 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

@nmgasco

[Facebook.com/NMGasCo](https://www.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 of natural gas from suppliers directly on to you. April's cost of gas is \$0.4810. The May cost of gas can be found as a line item on your bill beginning May 1st. Last May's cost of gas was \$0.0500. The estimated average home gas use for May is 24 therms and the estimated average residential gas bill for April is \$33. We do not make a profit on the natural gas we purchase on behalf of our customers.