

Natural Gas Pipeline



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SMELL GAS? GET OUT.



**THEN CALL
1-888-664-2726.**



IF YOU SMELL GAS...



Did you know that while natural gas is safe to use in your home, **a gas leak could be dangerous?**

Natural gas is odorless and invisible so, as a safety precaution, a harmless additive is added to give gas a rotten egg or sulfur-like odor. You can also recognize a natural gas leak in several 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, bubbling water, and frozen ground in warm weather.

If you ever smell natural gas inside or outside your home, leave the area immediately! Then from a safe distance, call 911 and then call New Mexico Gas Company 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.

More Insulation = More Savings + More Comfort

Nine out of 10 homes in the United States are poorly sealed and under-insulated, wasting energy and money. Prepare now for the cold winter ahead by checking your home's attic insulation. Adding insulation is one important way to **Rule Your Attic!** Plus, New Mexico Gas Company residential customers may be eligible for rebates that make adding insulation more affordable.

By properly sealing and insulating your attic you can:

- **Increase comfort.** Insulation helps keep heat in during the winter and warm air out in the summer, so you stay comfortable in every season.
- **Reduce heating and cooling costs.** By adding insulation, you may save up to 20 percent on home heating and cooling costs, according to www.energystar.gov.
- **Improve performance.** R-values measure how well your insulation can resist heat passing through it. The higher the R-value, the better the insulating performance and savings potential.
- **Get rebates.** NMGC offers rebates that cover 25 percent of the cost of adding insulation - **up to \$500** - when you have a participating contractor install insulation in your attic or roof.

Start from the top to improve energy efficiency in your home. Learn more about insulating your attic, program eligibility requirements and finding a participating contractor at www.nmgcgetrebates.com/insulation-rebates.

What are Excess Flow Valves?

Excess flow valves are devices that can be installed by NMGC on your home or business natural gas service line - the underground line that runs from the main line to the meter.

EFVs are designed to restrict natural gas flow when it exceeds prescribed limits, such as when a service line is damaged due to excavation or other similar activity. Excess flow valves are not able to protect against leaks beyond the meter assembly (on your house piping).

These devices help prevent the buildup of gas – reducing the chance of natural gas fires and explosions, personal injury, and property damage. They are not required for the normal, safe operation of customer service lines.

On existing service lines, it's up to the customer to choose to install an EFV, and installation is performed at the customer's expense. Cost can vary depending on the difficulty of installation. Once installed, there is no additional expense to the customer. **Customers may request installation and pricing information by contacting NMGC at 1-888-664-2726.**

Corrugated Stainless Steel Tubing

Corrugated Stainless Steel Tubing is a flexible, stainless steel pipe used to distribute natural gas within residential, commercial and industrial structures. Coated with a yellow exterior plastic coating, CSST is usually routed beneath floors, inside interior walls and in attic spaces. While CSST features many benefits, it must be properly bonded and grounded for safe installation. Proper bonding and grounding will reduce the risk of damage and fire from a nearby lightning strike.

NMGC doesn't provide inspection service for CSST installations.

Please contact your builder, contractor or a qualified professional for an evaluation or for more information. Or visit <http://csstsafety.com/CSST-primer.html>.

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. September's cost of gas was \$0.2840. The October cost of gas can be found as a line item on your bill beginning October 1. Last October's cost of gas was \$0.3023. The estimated average home gas use for October is 33 therms and the estimated average residential gas bill for October is \$33.

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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 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.

For a list of our Business Offices and walk-in locations, please visit 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

Web Site
www.nmgco.com

New Mexico 811
Call 811 before you dig



@nmgasco



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@nmgasco

MAILING ADDRESSES

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Albuquerque, NM 87199-7500

Payment Address
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Albuquerque, NM 87125-7885