

Natural Gas Pipeline



November 2020 | nmgco.com



HEAT NEW MEXICO

Help our neighbors stay warm

Cold weather will be here soon. When temperatures drop, New Mexico Gas Company's HEAT New Mexico fund will be available to help our low-income customers pay their heating bills. This assistance fund comes from donations from our employees and people like you to help New Mexicans in need. For each dollar donated to the fund, New Mexico Gas Company will contribute \$1.50, up to \$150,000, to help our neighbors during this heating season.

Please consider contributing to help others in your community this winter. Making your tax-deductible donation is easy. Simply make a notation on the payment stub of your NMGC bill and send your donation with your payment or call us to pledge a donation that will be added to your monthly gas bill.



HEAT New Mexico Payment Assistance



For more information about HEAT New Mexico, contact us at **1-888-NM-GAS-CO** (1-888-664-2726) or visit our website, https://www.nmgco.com/en/low_income_assistance. Your donation will make a difference and help New Mexicans stay safe and warm this winter!

Carbon Monoxide Alarms

Carbon monoxide is an odorless, invisible gas. Carbon monoxide can come from any fuel-burning appliance that is inadequately vented, poorly maintained, worn or improperly adjusted. To protect yourself and your loved ones from carbon monoxide poisoning, you should invest in several carbon monoxide alarms. Place these alarms near your natural gas appliances and be sure to refresh the batteries throughout the year. Learn more about carbon monoxide safety by visiting our website: https://www.nmgco.com/en/carbon_monoxide_safety.



Paperless Billing

Would you like to simplify your life and reduce clutter in your home? Then why not sign up for Paperless Billing? It's easy, environmentally friendly and free.



You will receive a monthly email from New Mexico Gas Company notifying you that your bill is ready to view online. With just a click, you will receive the same information as you would find on a paper bill, but it will be in electronic form.

To sign up, visit our website at https://www.nmgco.com/en/go_paperless. You can also sign up by calling us at 1-888-664-2726.

It's secure, easy and free. Go paperless today!

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



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. October's cost of gas is \$0.2474. The November cost of gas can be found as a line item on your bill beginning November 1st. Last November's cost of gas was \$0.2036. The estimated average home gas use for November is 76 therms and the estimated average residential gas bill for November is \$59.

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