



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.

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 and can come from any fuel-burning appliance that is inadequately vented, poorly maintained, worn or improperly adjusted.

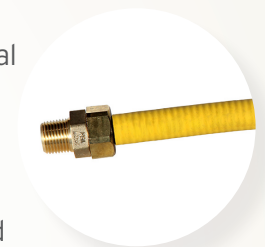
To protect yourself and your loved ones from carbon monoxide poisoning, you should invest in carbon monoxide alarms. Place these alarms according to manufacturer's instructions and be sure to refresh the batteries throughout the year.

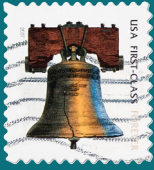
Learn more about carbon monoxide safety by visiting our website: www.nmgco.com/en/carbon_monoxide_safety.



HAVE YOUR APPLIANCE CONNECTORS INSPECTED

Interior gas piping connectors to your natural gas appliances need to be inspected regularly and replaced as needed. Certain kinds of flexible connectors manufactured between 1970 and 1980 may fail over time and need to be replaced. For your safety, do not attempt to check the connectors yourself. Moving an appliance to check the gas connector may cause the connector to break, potentially resulting in a gas leak or fire. Instead, have a qualified professional plumber, HVAC technician or appliance repair contractor inspect the connectors and replace if needed.





U.S. Postal Service Priority Mail products and First-Class packages may require more time to be delivered due to limited transportation availability as a result of the ongoing Coronavirus pandemic.

Please note the USPS has extended the delivery time for First-Class mail from up to three days to up to five days. If you are mailing your bill payment, please adjust your timeline to accommodate these new service dates. Payments can also be made over the phone or taken to any walk-in payment center.

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!

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 these costs directly on to you. Your monthly cost of gas rate and charges can be found as a line item on your bill. Also included on your monthly bill, based on your consumption are the next month's estimated cost of gas charges. Beginning July 2021 through December 2023, your monthly cost of gas rates will include additional amounts to recover the costs incurred during the February 2021 Winter Weather Event. To level out the impact to Residential Customers' monthly bill, New Mexico Gas Company will adjust the monthly cost of gas rate seasonally by adding \$0.2761 per therm from May through September, and \$0.0675 per therm from October through April. New Mexico Gas Company will adjust the monthly cost of gas rates for irrigation customers by \$0.0179 per therm, and non-residential customers by \$0.0986 per therm. Please call us at 505-697-3335 for the monthly and estimated cost of gas rates.

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.

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

Website

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