

Natural Gas Pipeline



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HEAT NEW MEXICO: HELP OUR NEIGHBORS STAY WARM

Cold weather is on the way. 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.

HEAT New Mexico assistance fund comes from

donations from our employees and people like you to help New Mexicans in need.

For each dollar donated, 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, visit www.nmgco.com/assistance or contact us at 1-888-664-2726.

Your donation will make a difference and help New Mexicans stay safe and warm this winter!

STAY SAFE THIS WINTER WITH NATURAL GAS SAFETY TIPS



New Mexico Gas Company is committed to the safety of our customers. Natural gas itself is not dangerous, but, like any product in your home, natural gas can present hazards if misused. Because it is an odorless and colorless gas, for your safety we add a harmless ingredient to give it a rotten egg or strong sulphur-like odor to help detect leaks. New Mexico Gas Company urges you to follow these simple safety tips.

TO REPORT ANY NATURAL GAS-RELATED EMERGENCY

If you smell gas, don't delay – get away! Get everyone out of the building immediately and from a safe distance:

- Call 911 immediately.
- Then call New Mexico Gas Company at **1-888-NM-GAS-CO (1-888-664-2726)**. Emergency response service is available 24/7.
- Do not turn on or off any electrical or battery-operated devices, as this may cause a spark. That includes not using garage door openers, radios, televisions, computers, cell phones or telephones.
- Avoid open flames. Do not strike a match or flick a lighter. Do not smoke.
- Do not return to the building until the all-clear has been given by New Mexico Gas Company and/or other emergency personnel on the scene.

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 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!



BUDGET BILLING

To help our customers avoid wide month-to-month differences in natural gas bills, we offer a convenient program called Budget Billing. This program averages your payments throughout the year so you pay a pre-determined amount each month. The amount is based on usage history, and is reviewed and may be adjusted periodically to help avoid overpayments or underpayments.

To be eligible for Budget Billing, you must be current in your bill payments or entered into and complying with a settlement agreement or an installment agreement and remain current in your payments. Enrollment is open to eligible customers at any time. You may also leave the program at any time and any underpayments or overpayments will be reflected on your next bill statement. To enroll, please call Customer Service at **1-888-664-2726** or visit www.nmgco.com/en/budget_billing.



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

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 from suppliers directly on to you. Current rates are available on our website at www.nmgco.com/en/cost_of_gas or by calling **1-888-664-2726**.