

Natural Gas Pipeline



November 2023 | [nmgco.com](https://www.nmgco.com)



HEAT NEW MEXICO: HELP OUR NEIGHBORS STAY WARM

Cold weather will be here soon. When temperatures drop, New Mexico Gas Company offers a fund, called **HEAT New Mexico**, which is available to help eligible, 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. Donations are tax deductible and, 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 by mail or call us to pledge a donation that will be added to your monthly gas bill.

For more information about HEAT New Mexico and other NMGC assistance programs, contact us



at 1-888-NM-GAS-CO (1-888-664-2726) or visit our website at <https://www.nmgco.com/en/assistance>.

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

SAFETY MESSAGE: 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.



One way to help protect yourself and your loved ones from potential carbon monoxide poisoning is by investing in carbon monoxide alarms. These alarms should be installed according to the manufacturer's instructions and the batteries should be checked throughout the year.

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

INSTALL A QUALIFYING WI-FI ENABLED SMART THERMOSTAT AND GET A \$50 REBATE

One way to manage your home's energy usage is by installing an ENERGY STAR® smart thermostat. Smart thermostats allow you to set your thermostat based on your personal preferences, schedule, and even weather conditions. You can control and monitor your heating and cooling system from anywhere, ensuring that you are comfortable when you are at home and helping you to save money and energy when you are away. By taking advantage of the temperature settings, you also may be able to enjoy significant savings on your energy bills.



Many retailers offer additional savings during Black Friday and Cyber Monday sales on smart thermostats. Customers can combine these potential savings by participating in NMGC's smart thermostat rebate program by following the steps below:

1. Purchase an ENERGY STAR® smart thermostat from a participating contractor, a local retailer, or online.
2. Install your new smart thermostat according to the manufacturer's instructions. Need help? Find a participating contractor at <https://nmgcgetrebates.com/find-contractor>.
3. Gather your documentation, including your invoice, the name of the manufacturer and model number.
4. Complete and submit your rebate application at <https://nmgcgetrebates.com/smart-thermostat>.
5. Upon approval of the application, you generally will receive your rebate in 6-8 weeks.

Don't miss this opportunity to save money and energy. Visit <https://nmgcgetrebates.com/smart-thermostat> to learn more.

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, instead, the cost from suppliers is passed directly to our customers. Current rates are available on our website at http://www.nmgco.com/en/cost_of_gas or by calling 1-888-664-2726.

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