



WHAT TO DO IF YOU SMELL GAS

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.



Natural gas can be hazardous and must be used and treated with caution. If you smell natural gas or suspect a gas leak, don't delay – **get away!** Get everyone away from the area or out of the building immediately, then report the situation to 911 and then call our 24/7 hotline 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.

WHAT IS ODOR FADE?

The sense of smell for most people is a highly reliable indicator of a natural gas release. However, continued exposure to the odorant can desensitize the sense of smell. Additionally, the smell of natural gas can be masked by other odors in the area.

In certain rare situations, the odor intensity can be diminished by physical and/or chemical processes, such as when gas passes through certain soil conditions. "Odor fade" is a phenomenon that can occur when the level of odorant is reduced or becomes ineffective for various reasons including physical or chemical processes, absorption into new piping systems, or absorption into soils, human insensitivity or inability to smell, among other things.

Exposure to the odor for even a short period of time may cause nasal fatigue, where a person can no longer smell the odor. If you suffer from loss of smell, nasal fatigue or recurrent ailments, such as colds, sinus conditions or allergies, you might have a diminished capability to detect a natural gas leak. In addition, the Center for Disease Control has identified the loss of smell as a potential symptom of exposure to the virus that causes COVID-19. Using tobacco, alcohol, medications or narcotics can lessen your ability to smell odorized gas.

New Mexico Gas encourages you to use all of your senses to determine the presence of natural gas.

USE A GAS DETECTOR TO HELP DETECT NATURAL GAS

Residential methane detectors, also called gas detectors, are commercially available and are another tool to detect the presence of gas. Gas detectors listed by the Underwriters Laboratories (UL) can be used as an extra measure of safety for detecting the presence of natural gas, especially under conditions where the odorant alone may not provide an adequate warning. Gas detectors emit a sound when gas is present and do not depend on sense of smell. These alarms must be installed according to the manufacturer's instructions.



MORE INSULATION = MORE SAVINGS + MORE COMFORT

Nine out of ten 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 keep your home warmer. 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.

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](https://www.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 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 bill is next month's estimated rate. 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.