



## 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 chemical 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 on the ground or dead vegetation for no apparent reason, bubbling water, and frozen ground in warm weather.

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,



SMELL GAS?



LEAVE



CALL 911

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

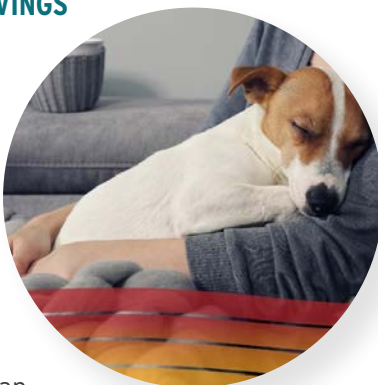
*Residential methane detectors, also called gas detectors, are commercially available and are another tool to detect the presence of gas. Gas detectors listed by the Underwriters Laboratories (UL) can be used as an extra measure of safety for detecting the presence of natural gas, especially under conditions 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.*



## IMPROVE HOME COMFORT AND SAVINGS BEFORE WINTER WEATHER HITS

New Mexico Gas Company Offers Rebates up to \$375 on High Efficiency Gas Furnaces or Boilers

Winter weather is fast approaching, and colder temperatures outside can make it difficult for your home heating system to keep up. For many, this can mean decreased comfort and increased heating costs. But how can you tell if your home's heating system is prepared to keep your family comfortable all winter long?



The efficiency of a home's furnace or boiler is measured by annual fuel utilization efficiency (AFUE), or the amount of heat your system puts out compared to how much energy it uses. For instance, an AFUE of 90% means that 90% of the energy in the fuel becomes heat. Homes equipped with a high efficiency gas furnace or boiler are well prepared to handle cold temperatures all winter long.

### BENEFITS OF HIGH EFFICIENCY HEATING EQUIPMENT

- » **SAVINGS** A high efficiency gas furnace or boiler is at least 12% more efficient than a standard model. According to ENERGY STAR®, homeowners with high efficiency furnaces or boilers can save \$30 to \$85 on energy costs each year.
- » **COMFORT** Models with an AFUE rating of at least 92% improve your home comfort and lower your costs.
- » **SAFETY** High efficiency gas furnaces and boilers reduce the risk of backdrafts that can release carbon monoxide into your home.
- » **DURABILITY** Advanced technologies, high-quality components, and long warranties help efficient systems last.

New Mexico Gas Company offers rebates up to \$375 when you have a licensed and insured participating contractor install an ENERGY STAR high efficiency gas furnace or boiler in your home. Plus, you could receive a federal tax incentive up to \$150. Consult with a participating contractor to see what model is best for your home.

**LEARN MORE.** Get information on available rebates for a high efficiency furnace or boiler at [nmgcgetrebates.com/space-heating](http://nmgcgetrebates.com/space-heating).

## 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](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](http://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](mailto:customerservice@nmgco.com)

### Website

[www.nmgco.com](http://www.nmgco.com)

### New Mexico 811

Call 811 before you dig



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@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