

# Natural Gas Pipeline



New Mexico  
GAS COMPANY®  
AN EMERA COMPANY



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**S**AFETY  
NEW MEXICO GAS COMPANY

## GAS PIPELINE SAFETY

New Mexico Gas Company maintains more than 12,000 miles of natural gas pipelines across New Mexico. According to the U.S. Department of

Transportation, pipelines are the safest, most environmentally friendly and most efficient and reliable mode of transporting natural gas. Here are some tips to help you stay safe.

**Call Before You Dig.** Before you start a project that requires digging, call 811 at least two working days in advance. New Mexico Gas Company gas lines will be marked up to the gas meter at no cost to you.

**Recognizing A Gas Leak.** There are several ways to recognize a gas leak, including an unusual hissing noise, a rotten egg smell, blowing dirt, bubbles appearing in still water, unusual dry spots on the ground or dead vegetation - all for no apparent reason.

**What To Do If There's A Gas Leak.** Leave the area immediately and, from a safe distance, call 911 and New Mexico Gas Company at 1-888-NM-GAS-CO (1-888-664-2726) any time of the day or night.

**Hazards.** Natural gas doesn't explode on its own, but it will ignite if there is a source of ignition such as a flame or spark. Striking a natural gas line could result in damage, including explosions, fire and even death.

For information, visit [www.nmgco.com](http://www.nmgco.com) and click Safety for details about these and other safety topics.

## Seguridad de los Gasoductos

New Mexico Gas Company mantiene más de 12,000 millas de gasoductos a través de Nuevo México. Según el Departamento Estadounidense de Transporte, las tuberías son el modo más seguro, más ecológico y más eficiente y confiable de transporte de gas natural. Aquí hay algunos consejos para ayudarlo a mantenerse seguro.

**Llame antes de excavar.** Antes de comenzar un proyecto que requiere excavación, llame al 811 por lo menos dos días hábiles antes de comenzar su proyecto. Las líneas de gas de New Mexico Gas Company serán marcadas junto con las líneas de otras utilidades, sin costo para usted.

**Reconociendo una fuga de gas.** Hay diferentes formas de reconocer una fuga de gas, incluyendo un extraño sonido sibilante, un olor a huevo

podrido, tierra que está soplando sin razón aparente, un extraño lugar seco en la tierra o vegetación muerta por ninguna razón aparente.

**Que hacer si hay una fuga de gas.** Aléjese del área inmediatamente y llame al 911 y a New Mexico Gas Company en 1-888-NM-GAS-CO (1-888-664-2726) desde una distancia segura, a cualquier hora del día o de la noche.

**Peligros.** El gas natural no explota por sí mismo, pero se encenderá si hay una fuente de ignición como una centella. Golpear una línea de gas natural podría provocar daños, incluyendo explosiones, incendios e incluso la muerte.

Para más información, visite [www.nmgco.com](http://www.nmgco.com) para detalles sobre estos y otros temas de seguridad.



### 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, at any New Mexico Gas Company Business Office or on our website. You may also request to have a copy mailed to you by calling or emailing us.

### HOW TO REACH US AT NEW MEXICO GAS COMPANY

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).

For a list of our Business Offices and walk-in locations, please visit [www.nmgco.com](http://www.nmgco.com).

**Customer Service E-mail:**  
[customerservice@nmgco.com](mailto:customerservice@nmgco.com)

**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)


**Web Site:** [www.nmgco.com](http://www.nmgco.com)

**New Mexico 811:**  
Call 811 before you dig

 @nmgasco

 Facebook.com/NMGasCo

 @nmgasco

 @nmgasco

**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

## This coming winter, help HEAT New Mexico

Cold weather will be here before you know it. When it gets cold, New Mexico Gas Company's HEAT New Mexico Fund will be available to help our low-income customers pay their heating bills. This fund comes from donations from employees and customers to help those in need.

**For each dollar donated, NMGC will contribute \$1.50 up to \$150,000 this heating season.**

Making your tax-deductible donation is easy. Simply make a notation on the payment stub of your NMGC bill or call us at 1-888-NM-GAS-CO (1-888-664-2726) to pledge a donation.

## 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.

## 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 of natural gas from suppliers directly on to you. August's cost of gas is \$0.09. The September cost of gas can be found as a line item on your bill beginning September 1. Last September's cost of gas was \$0.2572. The estimated average home gas use for September is 28 therms and the estimated average residential gas bill for September is \$29.

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