

# Natural Gas Pipeline



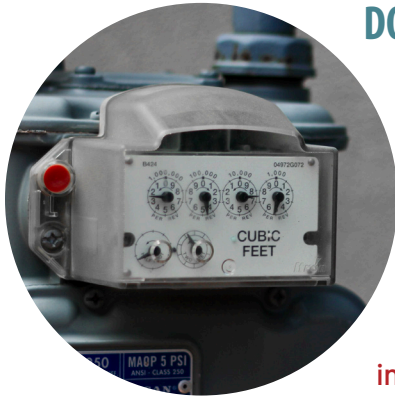
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## DON'T GET DISCONNECTED — WE CAN HELP!

In order to help customers who faced financial hardship during the COVID-19 pandemic, New Mexico Gas Company and other utilities cooperated with the New Mexico Public Regulation Commission to stop disconnections for non-payment of utility bills until August 12, 2021.

If your natural gas bill is past due, you may be subject to disconnection of service, but financial help is available. Visit [www.nmgco.com/assistance](http://www.nmgco.com/assistance) or call 1-888-664-2726 for more information.



## 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.

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

### 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.

### 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 bill or call us at 1-888-NM-GAS-CO (1-888-664-2726) to pledge a donation.



## 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 ayudarle 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 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



@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 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 monthly bill, based on your consumption are the next month's estimated cost of gas charges. 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.