

## Summary Billing FAQs

### Who is eligible?

Summary Billing is available for commercial rate customers with five or more properties (excluding accounts grandfathered into the program) and who have a good payment history and are current on their account, with no past due balances or outstanding deposits.

Summary Billing is not available to Transportation customers; landlords; and customers on Budget Billing, Landlord Standby, payment arrangements or chart billing. These are only guidelines and other factors could exclude certain accounts from participation.

### How does Summary Billing work?

New Mexico Gas Company will continue to read the gas meters at each of your different service addresses as usual, but the last meter read for that month is used to issue your master summary bill for all of your accounts you've listed on your Summary Billing program. Summary bills are then due 20 days from the statement date on your master summary bill.

### How do I sign up?

You may sign up for Summary Billing at any time by submitting a completed Summary Billing form. Please allow at least 30 days from receipt of your form to process your application.

A pdf copy of the Summary Billing Application Form may be downloaded [here](#). It may be completed electronically or printed out and completed on paper. You may mail or fax your completed copy or email it to our Summary Billing department at:

**New Mexico Gas Company Summary Billing Program**

PO Box 97500, Mailstop BC30  
Albuquerque, NM 87199-7500

**Email:** [Summary.Billing@nmgco.com](mailto:Summary.Billing@nmgco.com)

**Fax:** 505-697-4487

### What if I want to make changes to my Summary Billing?

You may add or delete accounts by resubmitting a Summary Billing form. Allow at least 30 days for your application or any changes to your Summary Billing account to go into effect.

You may also change your Summary Bill mailing address or contact information by contacting us by phone, email or mail.

### Can I cancel Summary Billing at any time?

Yes, you may terminate participation on Summary Billing at any time with a 30-day written notice or by contacting Customer Service at 505-697-3335 (Albuquerque Metro) or toll free at 888-NM-GAS-CO (888-664-2726) between 7:30 a.m. and 6 p.m. weekdays.

### How can I pay my Summary Bill?

You may pay your master summary bill by enclosing a single check or money order, along with the payment stub, and mailing to the remittance address noted on your bill. Or, you may pay through our Automated Bank Draft program or automatically through your financial institution's electronic bill paying.

### How are billing adjustments and past due balances handled?

Adjustments to correct billing errors or rebills for accounts added or removed from Summary Billing will be reflected

on the following month's statement.

Should any of your accounts become delinquent, you are subject to collection in accordance with New Mexico Gas Company policy. Continued delinquency may result in removal from Summary Billing.

In the event of a billing dispute, please call us at **888-NM-GAS-CO** (888-664-2726) and a Commercial Customer Service Representative will assist you. Specify the disputed service location by account number and provide a description of the dispute. We will promptly investigate your concerns. You are responsible to pay the amount due for any accounts not involved in the dispute by the due date on the bill.

#### **May I view my Summary Bills online?**

Unfortunately, our online Service Station features, such as accessing all of your Summary Bills online, is not available at this time.

#### **Questions?**

If you're interested in Summary Billing and have other questions, or have a question or issue with your Summary Billing account, please feel free to contact us. You may write or email our Summary Billing account representative at:

**New Mexico Gas Company Summary Billing Program**  
PO Box 97500, Mailstop BC30  
Albuquerque, NM 87199-7500

**Email:** [Summary.Billing@nmgco.com](mailto:Summary.Billing@nmgco.com)

You may also reach the Summary Billing customer service representative by calling our Customer