



New Mexico
GAS COMPANY®
AN EMERA COMPANY

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT:

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**NEW MEXICO GAS COMPANY PROTECTING CUSTOMERS, EMPLOYEES
HEALTH AND SAFETY NO. 1; CRITICAL NATURAL GAS SERVICE WILL CONTINUE**

ALBUQUERQUE, N.M. – At New Mexico Gas Company, the health and safety of customers, employees and the communities we serve is our priority. We are prepared for the Coronavirus pandemic and taking steps to help customers – and to prevent the spread of the virus as we continue to provide vital service to New Mexicans.

Essential work will continue, and the company will, as always, respond 24/7 to gas leaks and emergency calls. Our employees stand ready to serve customers and provide customer support by phone and online. But a few things are changing:

- Effective immediately, no customer's service will be disconnected for non-payment, at least through April 6, 2020.
- We are asking customers to limit visits to our 22 customer walk-in offices and instead pay their bills by postal mail, online or by calling the customer contact center. The walk-in offices remain open, although that may be revisited if circumstances change.
- We will be reducing our employees' non-essential direct contact with customers, to allow appropriate social distance.

Customers can sign up for electronic billing on the New Mexico Gas Company website, www.nmgco.com or call 1-888-664-2726 to speak with a customer service representative about any issue related to their natural gas service.

"Our priority must be the health and safety of our customers and employees," said Ryan Shell, President of New Mexico Gas Company. "At the same time, we want New Mexicans to know we're here for them and we will continue to deliver safe, reliable service to our more-than 500,000 customers."

New Mexico Gas Company continues to monitor the situation and will respond quickly based on circumstances and in support of the State's response.

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About New Mexico Gas Company

As the largest natural gas distribution utility in the state, New Mexico Gas Company serves 530,000 customers throughout New Mexico. New Mexico Gas is a subsidiary of Emera Inc. Visit our website at www.nmgco.com

About Emera

Emera Inc. is a geographically diverse energy and services company headquartered in Halifax, Nova Scotia, with approximately \$32 billion in assets and 2019 revenues of more than \$6.1 billion. The company primarily invests in regulated electricity generation and electricity and gas transmission and distribution with a strategic focus on transformation from high carbon to low carbon energy sources. Emera has investments throughout North America, and in four Caribbean countries. Emera's common and preferred shares are listed on the Toronto Stock Exchange and trade respectively under the symbol EMA, EMA.PR.A, EMA.PR.B, EMA.PR.C, EMA.PR.E, EMA.PR.F and EMA.PR.H. Depositary receipts representing common shares of Emera are listed on the Barbados Stock Exchange under the symbol EMABDR and on The Bahamas International Securities Exchange under the symbol EMAB. Additional Information can be accessed at www.emera.com or at www.sedar.com.