



FOR IMMEDIATE RELEASE

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April 26, 2021

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NEW MEXICO GAS COMPANY IS REOPENING ALL 22 PAYMENT CENTERS
CUSTOMERS CAN WALK IN TO PAY GAS BILLS OR ENTER PAYMENT PLANS

ALBUQUERQUE – New Mexico Gas Company will reopen its 22 payment centers across the state on Monday, May 3, providing customers with better access to options for paying their natural gas bills and securing help from available relief funding.

The customer walk-in offices were closed in mid-March 2020.

“We know the pandemic has brought challenges for many of our customers, and we’re here to help,” NMGC President Ryan Shell said. “For customers who prefer to make payments in person, this is an important step toward getting back to normal. We are pleased to be able to offer in-person payment assistance again.”

Customers visiting the walk-in offices can make payments on their bills, initiate payment plans if they’ve fallen behind or learn about assistance programs that are available for residential and small business customers. As before, checks can be deposited at payment drop boxes outside each office location.

Customers seeking any other services, such as establishing new service or transferring an account to a new address, cannot do this in person at this time and should contact our Call Center at 1-888-664-2726.

All visitors to NMGC payment centers must wear a face covering. The lobbies have been set up with sanitation stations and social distancing measures, such as floor stickers that display directional arrows and locations to stand.

“Customers will be familiar with supporting each other and our employees by adopting COVID-safe practices, as we have seen in retail stores over the past year,” Shell said. “Keeping our team and our customers safe as we reopen the payment centers is our priority.”

New Mexico Gas Company operates customer payment centers in Alamogordo, Albuquerque, Anthony, Artesia, Carlsbad, Chama, Clayton, Clovis, Espanola, Farmington, Gallup, Grants, Los Lunas, Lovington, Portales, Rio Rancho, Roswell, Santa Fe, Silver City, Taos, Truth or Consequences and Tucumcari. A list of addresses can be found [here](#).

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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 \$31 billion in assets and 2020 revenues of more than \$5.5 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.