

Natural Gas Pipeline New Mexico GAS COMPANY[®] AN EMERA COMPANY



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MORE INSULATION = MORE SAVINGS + MORE COMFORT

Nine out of ten homes in the United States are poorly sealed and under-insulated, wasting energy and money. Prepare now for the cold winter ahead by checking your home's attic insulation. Adding insulation is one important way to Rule Your Attic! Plus New Mexico Gas Company residential customers may be eligible for rebates that make adding insulation more affordable.

By properly sealing and insulating your attic you can:

Increase comfort. Insulation helps keep heat in during the winter and warm air out in the summer, so you stay comfortable in every season.

Reduce heating costs. By adding insulation, you may save up to 20 percent on home heating costs, according to www.energystar.gov.

Improve performance. R-values measure how well your insulation can resist heat passing through it. The higher the R-value, the better the insulating performance

and savings potential.

Get rebates. NMGC offers rebates that cover 25 percent of the cost of adding insulation - up to \$500 - when you have a participating contractor install insulation in your attic or roof. .

Start from the top to improve energy efficiency in your home. Learn more about insulating your attic, program eligibility requirements and finding a participating contractor at www.nmgcgetrebates.com/insulation-rebates.

What are Excess Flow Valves?

Excess flow valves are devices that can be installed by NMGC on your home's or business' natural gas service line - the underground line that runs from the main line to the meter.

EFVs are designed to restrict natural gas flow when it exceeds prescribed limits, such as when a service line is damaged due to excavation or other similar activity. Excess flow valves are not able to protect against leaks beyond the meter assembly (i.e., your house piping).

These devices help prevent the buildup of gas - reducing the chance of natural gas fires and explosions, personal injury, and property damage. They are not required for the normal, safe operation of customer service lines.

On existing service lines, it's up to the customer to choose to install an EFV, at the customer's own expense. Cost can vary depending on how difficult the installation is, but customers can expect an average price between \$1,429 - \$2,238. Once installed, there is no additional cost to the customer to maintain. Customers may request EFV installation by contacting NMGC at 1-888-664-2726.

Corrugated Stainless Steel Tubing (CSST)

Corrugated Stainless Steel Tubing (CSST) is a flexible, stainless steel pipe used to distribute natural gas within residential, commercial and industrial structures. Coated with yellow exterior plastic, CSST is usually routed beneath floors, inside interior walls and in attic spaces. While CSST features many benefits, it must be properly bonded and grounded for safe installation. Proper bonding and grounding will reduce the risk of damage and fire from a nearby lightning strike.



*NMGC doesn't provide inspection service for CSST installations. Please contact your builder, contractor or a qualified professional for an evaluation or for more information. Or visit www.csstsafety.com.

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 a copy to be 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.

For a list of our Business Offices and walk-in locations, please visit www.nmgco.com.

Customer Service E-mail: 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

New Mexico 811:
Call 811 before you dig

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Why wait for important safety tips, advice on energy savings, helpful customer service information, fun facts and more? Like, follow and subscribe to our Facebook, Twitter, LinkedIn and YouTube platforms @nmgasco to always stay in the know!



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. September's cost of gas is \$0.3487/therm. The October cost of gas can be found as a line item on your bill beginning October 1st. Last October's cost of gas was \$0.3768/therm. The estimated average home gas use for October is 29 therms and the estimated average residential gas bill for October is \$29.

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