

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



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WHO MAINTAINS YOUR GAS LINES?

Your safety is very important to us. New Mexico Gas Company is responsible for maintaining gas lines up to our gas meter. If you will be excavating or digging, **call 811** and utilities will come out and mark their lines for free. It is important to know that NMGC marks its lines up to the meter, not beyond.

The maintenance of the gas line between our meter and your home or building is your responsibility.

Your gas pipes should be periodically inspected by a licensed plumber or heating contractor for corrosion and leakage. In some cases, these pipes may not be protected from corrosion, which can weaken or destroy metal. Any unsafe conditions that are discovered should be repaired.

When excavating or digging, you should have your gas piping located in advance, and excavate by hand near the pipes. Contact your local plumber or licensed heating contractor to assist you in locating, inspecting and repairing your buried pipes. If you are a tenant, please contact your landlord.

For more information on natural gas line safety or maintenance, please visit our website at <https://www.nmgco.com> or call us at **1-888-NM-GAS-CO (1-888-664-2726)**.

Quién Mantiene Sus Líneas de Gas?

Su seguridad es muy importante para nosotros. New Mexico Gas Company es responsable por el mantenimiento de las líneas de gas hasta nuestro medidor de gas. Si usted va a excavar, **llame al 811**, y las compañías de utilidades saldrán para marcar sus líneas. Es importante saber que NMGC marca las líneas de gas solamente hasta el medidor de gas. El mantenimiento de la línea de gas desde nuestro medidor hasta su casa o edificio es su responsabilidad.

Sus tuberías de gas deben ser inspeccionadas periódicamente por un plomero licenciado o un contratista de calefacción para la corrosión y fugas. A veces, estos tubos no están protegidos sobre la corrosión, que puede debilitar o puede destruir metal. Cualquier condiciones peligrosas que son descubiertas deben ser reparadas. Antes de excavar, usted debe tener su tubería de gas localizada en avance y excavar con la mano cerca de las tuberías. Contacte un plomero o contratista de calefacción local para ayudarlo a localizar, inspeccionar y reparar sus tubos enterrados. Si usted es un inquilino, notifique por favor a su propietario.

Para más información sobre la seguridad de líneas de gas natural o mantenimiento, por favor visite a nuestro sitio web en <https://www.nmgco.com> o llámenos al **1-888-NM-GAS-CO (1-888-664-2726)**.

Go Paperless!

Life is easier when you don't have clutter. Welcome to paperless billing. Save paper and go electronic. You will still receive your bill in PDF format, and you will have access to your account details just as you would on a paper bill.

You can easily enroll for paperless billing by visiting our website at www.nmgco.com/en/about_your_bill. Or by calling us at **1-888-NM-GAS-CO (1-888-664-2726)**.



Connect with us!



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!

Customer Service Guide

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



@nmgasco



Facebook.com/NMGasCo



@nmgasco



@nmgasco

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 the cost of natural gas from suppliers directly on to you. July's cost of gas is \$0.2531. The August cost of gas can be found as a line item on your bill beginning August 1. Last August's cost of gas was \$0.1907. The estimated average home gas use for August is 15 therms and the estimated average residential gas bill for August is \$21.

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