

# Natural Gas Pipeline New Mexico GAS COMPANY<sup>®</sup> AN EMERA COMPANY



December 2019 | nmgco.com



## Stay safe from scammers!

Scammers can strike at any time, especially during the holiday season. If you feel that an interaction with a New Mexico Gas Company employee is uncomfortable or you suspect someone is pretending to be an NMGC employee, you may call us at **1-888-NM-GAS-CO (1-888-664-2726)**. We will confirm that we are trying to contact you or confirm the employee's identity. If your balance is past due, you may get a call from one of our customer service representatives offering to take payment over the phone from either a checking or savings account or by credit card. One way to confirm the call is to ask for information about your account, such as your address or your account number. If at any time you become suspicious of the caller, hang up and call us at **1-888-NM-GAS-CO (1-888-664-2726)** to discuss the details of your account and any balance that may be due.

Here are some tips on how to stay safe from scammers:

- Be cautious with third-party bill payment websites.
- Be careful about trying to pay your bill through a third-party bill payment website that is not your bank or through our affiliation with Speedpay Inc., which is accessed directly through the password protected "Manage My Account" section of **NMGC.com**.
- All NMGC employees are required to carry NMGC photo identification cards. If someone claiming to be an NMGC employee visits your home or business, you may ask to see an ID badge or call us to verify his or her identity.



## Discover your savings potential!

Take our short survey to see how your home scores with energy efficiency! The Home Energy Analyzer shows how you can save money and energy in your home. It takes less than five minutes and there's no signup or personal information required. You'll get an energy ranking, savings estimate and upgrade recommendations. Take the survey here: [https://www.nmgco.com/en/energy\\_efficiency](https://www.nmgco.com/en/energy_efficiency).



## NMGC gives

Each year NMGC participates in a United Way campaign. Our United Way committee holds several events to promote United Way and its mission to support our communities. This year we raised more than \$150,000 in employee pledges. NMGC is also a Corporate Cornerstone Partner, supporting United Way's administrative and fundraising expenses.



## Connect with us!



Want to be part of the discussion? Come join us! Like New Mexico Gas Company on Facebook and LinkedIn, subscribe to our YouTube channel and follow @nmgasco on Twitter to stay connected and receive the latest news, important safety and energy savings tips, helpful customer service information and much more!

## 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](http://www.nmgco.com).

For a list of our Business Offices and walk-in locations, please visit [www.nmgco.com](http://www.nmgco.com).

Customer Service E-mail: [customerservice@nmgco.com](mailto: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](http://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. November's cost of gas is \$0.2036. The December cost of gas can be found as a line item on your bill beginning December 1st. Last December's cost of gas was \$0.2896. The estimated average home gas use for December is 108 therms and the estimated average residential gas bill for December is \$75.

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