

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



February 2019 | nmgco.com

SAFETY

NEW MEXICO GAS COMPANY

Stay Safe in Snow and Ice

The accumulation of snow and ice increases the potential for damage to natural gas meters, regulators and other above-ground pipeline facilities. Snow and ice should be cleared from exhaust and combustion air vents of natural gas appliances to keep them operating smoothly and prevent carbon monoxide from entering homes and other structures.

Extreme care should be taken when removing ice or snow from gas meters and vents. When possible, use a broom instead of a shovel to avoid damage, and never stand or climb on unsafe ground or surfaces to reach vents.

Always remember, if you smell gas, leave the area immediately and call us at **1-888-664-2726**.



Receive a free high efficiency showerhead kit

To help make saving water easy, NMGC is offering a **free High Efficiency Showerhead and Water Savings Kit** to residential customers. It includes easy-to-install products that let you enjoy your shower and use your sinks with the temperature, comfort and water pressure you expect – but with less water. With this kit, you could save up to 75,000 gallons of water and \$150 on

your natural gas bill over the lifetime of these products.

In your High Efficiency Showerhead + Water Savings Kit you will receive:

- One high efficiency showerhead with three spray settings including wide coverage, soft and massage spray.

These easy-to-install showerheads allow you to use less water without compromising performance.

- Three high efficiency faucet aerators.
These simple screw-in aerators reduce water use in your sinks while providing the pressure you need.
- One roll of plumbers tape.
- Instructions in English and Spanish.

You can receive your free high efficiency showerhead kit on our website: <https://www.nmgcgetrebates.com/low-flow-showerhead>.

Customer Service Guide

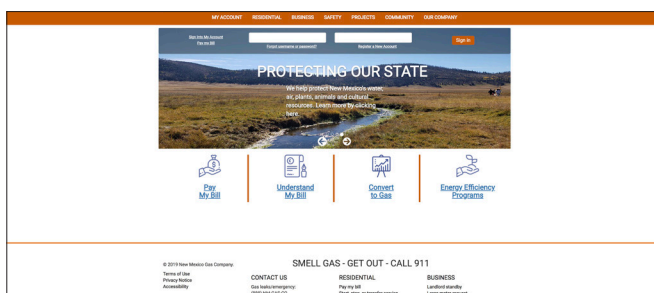
Our free Customer Service Guide, available in English and Spanish, provides important information. This guide includes billing information, steps on how to stop and start service, natural gas safety, customer rights and responsibilities and more. The Customer Service Guide can be found on our website at https://www.nmgco.com/en/customer_service_guide. You can also request to have a copy mailed to you by calling **1-888-NM-GAS-CO (1-888-664-2726)** or stop by any NMGC business office to pick up a copy.

How to Contact the NMPRC

Meetings of the New Mexico Public Regulation Commission (NMPRC) are open to the public. Copies of the NMPRC Open Meeting Policy and Notice are available at the NMPRC office (P.E.R.A. Building, 1120 Paseo de Peralta, Santa Fe, NM 87504-1269) or at www.nmprc.state.nm.us/. Copies are also available at New Mexico Gas Company Business Offices. To find an office near you, visit www.nmgco.com, or call us at **1-888-NM-GAS-CO (1-888-664-2726)**.

Sign Up for an Online Account!

Do you have a Manage My Account login? Sign up to access your natural gas account online. There are three simple steps to get access. You will need your account number, email address and a password. Visit us at www.nmgco.com to get started!



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. January's cost of gas is \$0.3213. The February cost of gas can be found as a line item on your bill beginning February 1st. Last February's cost of gas was \$0.3482. The estimated average home gas use for February is 86 therms and the estimated average residential gas bill for February is \$62.

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