



New Mexico  
GAS COMPANY™  
AN EMERA COMPANY

A Natural Choice.

## New Customer Handbook



*Valuable  
information  
from your  
natural gas  
company*



New Mexico  
GAS COMPANY™  
AN EMERA COMPANY

A Natural Choice.

## Hello, New Neighbor!

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We're New Mexico Gas Company and we are your natural gas company. We are happy to welcome you as a new customer. This pamphlet provides information on a number of our services and some important safety information to help you get settled into your new home.

If you would like to know more, visit our website: [www.nmgco.com](http://www.nmgco.com) or call us between 7:30 a.m. and 6 p.m. weekdays. Our statewide toll-free number is also our name: 1-888-NM-GAS-CO (or 1-888-664-2726).

## How to Read Your Bill

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- 1 Customer name and mailing address:** The name and mailing address for the person responsible for the account. The mailing address and service address may be different.
- 2 Bill date:** The date your bill was prepared.
- 3 Account number:** Your New Mexico Gas Company account number.
- 4 Service address:** The address of the property where natural gas service is provided. This may be different from the mailing address.
- 5 Pay by date/Payment due date:** The calendar date your bill is due, shown as the “pay no later than” date. Payment must be received on or before this date to avoid late fees or service disconnection.



Billing Date	12-JUN-2019
Bank Draft Date	05-JUL-2019
Amount Drafted	\$21.87
Account Number	000000000-0000000-7

1111  
RE

1  
P: 888-664-3333  
JOHN DOE  
APT 123  
123 MAIN ST  
ALBUQUERQUE NM 87110

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2	Account Number	3	Service Address	4
12-JUN-2019	000000000 - 0000000 - 7		123 MAIN ST NW ALBUQUERQUE, NM	

<b>Billing Summary</b>	<b>Payments Received Since Last Statement (Thank You)</b>	<b>\$25.62</b>
	<b>Gas Service</b>	<b>\$21.87</b>
<b>Current Charges</b>		<b>Total</b>
		<b>\$21.87</b>
<b>Total Amount Due (This Amount Will Be Drafted)</b>		<b>\$21.87</b>
$\$21.87$ will be drafted on JUL 05, 2019 5		

**Gas Connectors** 6 Flexible natural gas connectors are corrugated metal tubes that attach gas appliances to your gas supply pipes. Connectors can fail over time and should be replaced. Call your licensed HVAC professional to inspect these gas connectors. Did you know that we fly a helicopter 1,520 miles around New Mexico to check our network of transmission pipelines? The helicopter has high-tech monitoring equipment and is able to detect the smallest pipeline leaks. Your safety is our business!

**Aerial Leak Survey**

**Gas Emergencies** If you smell gas (a rotten egg odor) or suspect a gas leak, don't delay - get away! Call our emergency line anytime day or night at 1-888-NM-GAS-CO (1-888-664-2726).

How to Contact us	<b>Office Address</b> : 1625 Rio Bravo SW Ste 27 Albuquerque, NM 87105	
	<b>Telephone</b> : 505-697-3335 or (1-888-664-2726)	
Call Center Hours	<b>Monday - Friday</b> : 7:30 AM - 6:00 PM	Website: <a href="http://www.nmgco.com">www.nmgco.com</a>
Payment Options	<b>Pay by Phone</b> : 1-866-508-9320	Pay Online: <a href="http://www.nmgco.com">www.nmgco.com</a>

PLEASE DETACH AND ENCLOSE THIS COUPON WITH CHECK PAYABLE TO NEW MEXICO GAS COMPANY

Account Number 000000000-0000000-7	<b>TOTAL AMOUNT DUE</b> .....	<b>\$21.87</b>
Service Address JOHN DOE 123 MAIN ST NW ALBUQUERQUE, NM	<b>HEAT New Mexico Fund</b> .....	\$
1111 RE New Mexico Gas Company PO Box 27885 Albuquerque, NM 87125-7885	<b>TOTAL AMOUNT ENCLOSED</b> .....	\$

\$21.87 will be drafted on JUL 05, 2019

0 5 0000000000000000 7 0000000000 0 2

01831000000

JOHN DOE

Energy efficiency programs result in cost savings and benefit the environment. Visit our website [www.nmgco.com](http://www.nmgco.com), to learn more about our programs and rebates that may be available to you.

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Bill Date	Account Number	Service Address
12-JUN-2019	000000000 - 0000000 - 7	123 MAIN ST NW ALBUQUERQUE, NM

Service # 200 Gas	Meter Reading	Meter Read Date	Days Billed	Meter Readings Present	Previous	Meter Constant	CCF Used	Conversion Factor	Therms
	Actual	12-JUN-2019	30	7549	7525	X 1,000	= 24,000	X 0.867200	= 20.812

Meter # 9999999



Sales, T&D, Residential - GB02		
Cost of Gas 18 DAYS-May	12,487 Therms @ \$ 0.1001000	\$1.25
Cost of Gas 12 DAYS-Jun	8,325 Therms @ \$ 0.2194000	\$1.79
Surcharge	20,812 Therms @ \$ 0.0000000	\$0.00
Distribution	20,812 Therms @ \$ 0.1661000	\$3.46
Transmission	20,812 Therms @ \$ 0.0934000	\$1.92
Weather Adjustment	20,812 Therms @ \$ 0.0000000	\$0.00
Access Fee		\$11.90
Gas Energy Efficiency Fee		\$0.27
Pipeline Safety Fee		\$0.09
Franchise Fee		\$0.59
Gross Receipts Tax		\$1.60

**Total Current Gas Charges** **\$21.87**

16 The JUL cost of gas is estimated to be \$.2531/therm. For updated prices call 888-NM-GAS-CO (888-664-2726). Based on last year's usage your next gas bill is estimated to be between \$16.00 and \$20.00.

- 6 **Message area:** Features news, updates and special information.
- 7 **Therm:** The measure of heating value equal to 100,000 British thermal units (Btus) used in the cost of gas and cost of service calculations.
- 8 **Cost of gas:** The price New Mexico Gas Company pays for your gas each month, which is passed through to you with no profit.
- 9 **Surcharge:** An approved miscellaneous refund or fee.
- 10 **Distribution and transmission fees:** Covers costs of transporting and distributing natural gas to cities and towns as well as operations and maintenance costs.
- 11 **Weather Adjustment:** A credit or fee that adjusts a customer's bill based on whether the winter months are warmer (a fee is imposed) or colder (credit is provided) than the average over a ten-year period.
- 12 **Access fee:** Reflects the basic monthly costs of operating and maintaining gas pipelines and the costs of meter reading and billing services.
- 13 **Energy efficiency fee:** Covers the cost of energy efficiency programs, which offer rebates on energy efficient products and services.
- 14 **Pipeline safety fee:** A fee imposed by the State of New Mexico to fund the Pipeline Safety Bureau.
- 15 **Franchise fee:** A fee imposed by cities for the use of public rights-of-way to bring natural gas service to homes and businesses.

- 16 Estimate for next month's gas:** The estimate of your next month's gas bill based on the estimated cost of gas and your usage the previous year.
- 17 Usage graph:** Reflects your gas used this month, this month last year and last month as well as average gas usage per day (in both therms and cost).

## HELP WITH BILL PAYMENTS

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### **The Low-Income Home Energy Assistance Program**

**(LIHEAP):** Qualified low-income families can receive assistance with their energy bills through this program. Contact the State of New Mexico Human Services Department at 1-800-283-4465 or the entity that administers a tribal or pueblo LIHEAP program. They can answer questions about income and family size requirements to qualify for the program.



## ENERGY EFFICIENCY PROGRAMS

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Energy efficiency programs result in cost savings and benefit the environment.

Visit [www.nmgco.com/en/energy\\_efficiency](http://www.nmgco.com/en/energy_efficiency) to learn more about our programs and rebates that may be available to you.

## PAYMENT OPTIONS

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New Mexico Gas Company customers have a variety of bill payment options in addition to the traditional method of mailing us a check or money order each month. A complete list is available online at

[www.nmgco.com/en/pay\\_my\\_bill](http://www.nmgco.com/en/pay_my_bill).

Options include:



**AUTOMATIC BANK DRAFT:** Reduce your paperwork. With automatic bank draft, New Mexico Gas Company can withdraw your gas bill payment each month from your designated checking or savings account.

**BUDGET BILLING:** Avoid seasonal fluctuations in your gas bill by enrolling in this convenient plan that allows you to pay a predetermined amount each month, based on your previous usage history. Enroll in or discontinue the plan at any time. Call 1-888-NM-GAS-CO (1-888-664-2726) to enroll.

**CARD PAYMENT:** Through Speedpay, you can pay your New Mexico Gas Company bill using a credit or check card, ATM card or e-check. This service is available 24/7 for a small transaction fee.

**ELECTRONIC PAYMENT:** You can make a free one-time gas payment electronically from your checking or savings account, 24 hours a day, seven days a week. Payments made by 6 p.m. (MST) will be credited to your account for the next business day. To make a payment, visit [www.nmgco.com/en/pay\\_electronically](http://www.nmgco.com/en/pay_electronically).

**PAYMENT LOCATIONS:** Make a payment at any NMGC business office, drop box, or an authorized third-party payment location. For a list of business office locations near you, see the list at the end of this booklet or visit [www.nmgco.com/en/locations](http://www.nmgco.com/en/locations).

## SPOTLIGHT ON SAFETY

### Call Before You Dig!

Before beginning any project that involves digging, call 811. Utility operators will come out, free of charge, to mark natural gas and other facilities in the project area to help avoid potentially dangerous situations. New Mexico Gas Company marks natural gas lines in yellow.



Call at least three business days before every digging project. It's the law and it ensures you don't accidentally damage underground natural gas pipelines or other facilities. It also helps to protect you against serious injuries to yourself or others or from a service disruption and the costly damages and fines which could result. For more information, visit [www.nm811.org](http://www.nm811.org).

If damage to a natural gas line results in gas escaping from the line, immediately leave the area, call 911 and then call New Mexico Gas Company at 1-888-NM-GAS-CO (1-888-664-2726). Do not turn on or off any electrical or battery-operated devices, including garage door openers, radios, TVs or telephones, since this could cause a spark. Avoid open flames from matches or lighters and do not smoke.

Do not return to the building until New Mexico Gas Company experts have given the all-clear.

If you cause even minor damage to a natural gas pipeline, immediately contact New Mexico Gas Company at 1-888-NM-GAS-CO (1-888-664-2726). A scrape, dent or crease in the pipeline may cause a rupture or a leak in the future. DO NOT attempt repairs yourself.

**Carbon Monoxide: The Silent Killer.** Carbon monoxide is an odorless, tasteless and colorless gas that can result in extreme illness, or even death, with prolonged exposure. The first signs of carbon monoxide poisoning include: flu-like headache, nausea, vomiting, drowsiness and ringing in the ears. If you suspect a carbon monoxide problem, open all the windows and doors, leave the building, and call the New Mexico Gas Company Emergency Line at 1-888-NM-GAS-CO (1-888-664-2726). Breathing carbon monoxide is a poisoning emergency. If you experience symptoms of carbon monoxide poisoning, seek immediate medical help: Call the New Mexico Poison Center — 24 hours a day, 7 days a week, toll-free, at 800-222-1222. To protect against carbon monoxide poisoning, install a UL-approved carbon monoxide detector in your home and have your furnace and other natural gas-powered appliances inspected by a licensed contractor before the start of each heating season.

Also, follow the manufacturer's indications to perform the installation, maintenance, operation and repair of all natural gas appliances safely. Never use a gas oven to heat your home. When using a chimney, open the duct to make sure it is vented safely.



## SEWER LINES

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New Mexico Gas Company, like other companies, at times utilizes various boring technologies to install underground utilities, including natural gas pipelines. Despite precautions taken, there are rare occasions when a bore may result in a gas line puncturing a sewer line. If your sewer line is blocked, there is a chance the blockage may be caused by an intersecting natural gas pipeline. This can present a serious safety risk if not cleared properly. Before you attempt to clear a sewer pipe, contact a professional plumber for assistance.

## FLEXIBLE NATURAL GAS CONNECTORS

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If you have a natural gas appliance that is more than 25 years old, it is a good idea to have the gas connectors replaced.

**DO NOT** attempt to check the connectors yourself. Instead, have a qualified technician inspect your appliances and, if necessary, replace the connectors for you.



Flexible natural gas connectors are corrugated metal tubes that attach gas appliances to a home or building's natural gas supply pipes. Some older, uncoated brass flexible gas connectors are still in use and can corrode or break. Be cautious when moving an appliance to check the gas connector. This may cause the connector to break, potentially resulting in a gas leak or fire.

## CORRUGATED STAINLESS STEEL TUBING

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**Corrugated Stainless Steel Tubing (CSST)** is a flexible, stainless steel pipe used to distribute natural gas within residential, commercial and industrial structures. Coated with a yellow exterior plastic coating, 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 a 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.nmgco.com/en/csst](http://www.nmgco.com/en/csst).*

## EXCESS FLOW VALVES

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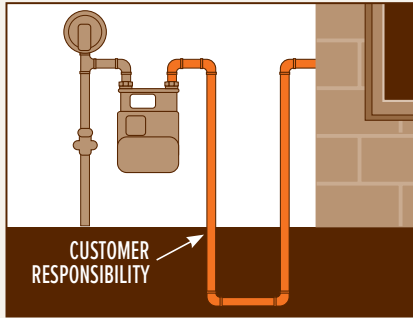
Excess flow valves (EFVs) are devices that can be installed by NMGC on your underground natural gas service line that runs from the main line to the meter. EFVs are designed to restrict gas flow when it exceeds prescribed limits, such as when a service line is damaged due to excavation or other activity. EFVs do not protect against leaks beyond the meter (on your house piping).

EFVs 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.

If you choose to install an EFV, installation is performed at your expense. Cost depends on the difficulty of installation. Once installed, there is no additional expense to the customer. For more information, call NMGC at 1-888-664-2726.

## MAINTAINING YOUR GAS LINES

New Mexico Gas Company is responsible for maintaining the gas line up to our gas meter. The maintenance of the gas line between our meter and your home or building is your house piping and your responsibility.



These pipelines should be periodically inspected for corrosion and leakage. In some cases, these pipelines may not be protected from corrosion, which can weaken or destroy metal.

Any unsafe conditions that are discovered on customer-owned house piping should be repaired. When any excavation is needed, call 811 and use non-mechanical equipment to expose facilities. Contact a plumber or heating contractor to assist you in locating, inspecting and repairing your buried pipes. If you are a tenant, notify your property owner.

For more information on natural gas pipeline safety and maintenance, please visit our website at [www.nmgco.com](http://www.nmgco.com) or call us at 1-888-NM-GAS-CO (1-888-664-2726).

***Only NMGC personnel and authorized first responders may perform work on or handle any NMGC gas meter. Unauthorized work or handling of the meter, including turning service on or off, is tampering, is dangerous, and may result in a penalty.***



## FOR MORE INFORMATION

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**Customer Service:** 1-888-NM-GAS-CO (1-888-664-2726)

**Customer Service Email:** customerservice@nmgco.com

**Website:** www.nmgco.com

**Gas Leaks/Emergencies:** 1-888-NM-GAS-CO (1-888-664-2726)

**New Mexico One Call:** Call 811 before you dig

**Mailing Address:**

New Mexico Gas Company  
P.O. Box 97500  
Albuquerque, NM 87199-7500



### Business Offices:

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**Albuquerque**

1625 Rio Bravo  
SW, Ste. 27

**Alamogordo**

2101 Indian Wells

**Anthony**

350 Acosta Rd.

**Artesia**

510 W. Quay St.

**Carlsbad**

2115 San Jose  
Blvd.

**Chama**

2011 S. Hwy 17

**Clayton**

97 Santa Fe Dr.

**Clovis**

600 Georgia

**Española**

340 Paseo de  
Oñate

**Farmington**

603 W. Elm

**Gallup**

1510 E. Aztec

**Grants**

990 Sakalares  
Blvd.

**Los Lunas**

2431 Main St. SE

**Lovington**

1235 W. Ave. D

**Portales**

100 W. First St.

**Rio Rancho**

1107 Rio Rancho  
Blvd SE (Hwy 528)

**Roswell**

1300 N. Garden

**Santa Fe**

1700 C  
St. Michael's Drive  
Suite 110

**Silver City**

1100 N. Hudson

**Taos**

1110 Gusdorf Road

**Truth or**

**Consequences**

2161 Sanford  
Wilson Rd.

**Tucumcari**

209 E. Center St.

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