



FOR IMMEDIATE RELEASE: March 20, 2020

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PNM and NMGC are temporarily closing in-person payment centers due to COVID-19

(Albuquerque, NM) – We know that the impact of the coronavirus (COVID-19) on our lives continues to change with each passing day. We are taking every precaution to continue to deliver reliable power and natural gas while working to protect you and our employees who are working tirelessly.

In our continuing effort to prevent the spread of Coronavirus, NMGC and PNM have decided to suspend in-person payment centers. All PNM and NMGC in-person payment centers will close end of day Friday, March 20, 2020, until further notice.

These closures will affect the PNM payment centers in Alamogordo, Albuquerque, Bayard, Deming, Las Vegas, Lordsburg, Ruidoso, and Silver City.

These closures will affect all 22 of NMGC's customer walk-in offices across New Mexico. This includes the offices in Alamogordo, Albuquerque, Anthony, Artesia, Carlsbad, Chama, Clayton, Clovis, Espanola, Farmington, Gallup, Grants, Los Lunas, Lovington, Portales, Rio Rancho, Roswell, Santa Fe, Silver City, Taos, Truth or Consequences and Tucumcari.



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Call us at 1-888-DIAL-PNM
(1-888-342-5766)



Visit www.PNM.com/help or
www.PNM.com/Ayuda



As a reminder, NMGC and PNM have implemented the following actions:

- We have suspended service disconnections and late fees for nonpayment for PNM electric customers and NMGC natural gas customers until further notice.
- Collection and credit reporting for nonpayment have been suspended.
- We will provide customers with notice before our billing/disconnection policies resume.

More information may be found on PNM.com/help and on NMGCO.com/en/COVID_nineteen. Para Española ver aquí PNM.com/ayuda and NMGCO.com/es/COVID_nineteen
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With headquarters in Albuquerque, PNM is the largest energy provider in New Mexico, serving 530,000 customers in dozens of communities across the state. PNM is a subsidiary of PNM Resources, an energy holding company also headquartered in Albuquerque. For more information, visit PNM.com.

About New Mexico Gas Company

As the largest natural gas distribution utility in the state, New Mexico Gas Company serves 530,000 customers throughout New Mexico. New Mexico Gas is a subsidiary of Emera Inc. Visit our website at www.nmgco.com

About Emera

Emera Inc. is a geographically diverse energy and services company headquartered in Halifax, Nova Scotia, with approximately \$32 billion in assets and 2019 revenues of more than \$6.1 billion. The company primarily invests in regulated electricity generation and electricity and gas transmission and distribution with a strategic focus on transformation from high carbon to low carbon energy sources. Emera has investments throughout North America and in four Caribbean countries. Emera's common and preferred shares are listed on the Toronto Stock Exchange and trade respectively under the symbol EMA, EMA.PR.A, EMA.PR.B, EMA.PR.C, EMA.PR.E, EMA.PR.F and EMA.PR.H. Depositary receipts representing common shares of Emera are listed on the Barbados Stock Exchange under the symbol EMABDR and on The Bahamas International Securities Exchange under the symbol EMAB. Additional Information can be accessed at www.emera.com or at www.sedar.com.