

Natural Gas Pipeline New Mexico GAS COMPANY® AN EMERA COMPANY



April 2020 | nmgco.com



We care about our customers and our employees. During this period of heightened concern surrounding the Coronavirus, we are encouraging you to limit visits to our customer walk-in offices. Please consider paying your bill by postal mail, online or by calling 1-888-664-2726.



APRIL IS NATIONAL SAFE DIGGING MONTH

TO KEEP YOU SAFE, CALL THIS NUMBER BEFORE YOU DIG: 811

Before you grab your shovel, there's an important call you need to make: **811**. It's a FREE service that will keep you and your neighbors safe by ensuring that the location of all buried utilities in your project area are identified.

Contact 811 by Phone or Online

There are two ways to request a utility to mark its lines:

- Call 811. New Mexico One Call operators take routine line location requests weekdays from 7 a.m. to 5 p.m. If you have an emergency request, you can call 811 or 1-800-321-ALERT (2537) at any time 24 hours a day.
- Make a request online at NM811.org. You may also submit a request 24 hours a day by using New Mexico One Call's web portal to fill out an online request form. Your request will be processed the following business day.



**PREVENT
THIS FROM
HAPPENING!**

ABRIL ES EL MES NACIONAL DE EXCAVAR CON SEGURIDAD

LLAME A ESTE NÚMERO ANTES DE EXCAVAR PARA MANTENERSE SEGURO: 811

Pero antes de agarrar la pala, hay una llamada importante que necesitas hacer: **811**. Es una llamada GRATIS que le ayudara a mantener seguros a usted y sus vecinos.

Póngase en Contacto con 811 por Teléfono o en Línea

Hay dos maneras de solicitar que una compañía de utilidad marque las líneas:

- Llame al 811. Operadores de New Mexico One Call toman las peticiones rutinarias de localizaciones durante la semana lunes a viernes desde las 7 de la mañana hasta las 5 de la tarde. Si usted tiene una solicitud de emergencia, puede llamar al 811 o al 1-800-321-ALERT (2537).
- Envíe una solicitud en Línea en NM811.org. También puede solicitar una localizacion de líneas 24 horas al día mediante el uso de el portal web de New Mexico One Call para completar un formulario de solicitud en línea. Su solicitud será procesada el siguiente día hábil.

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. March's cost of gas is \$0.1007. The April cost of gas can be found as a line item on your bill beginning April 1st. Last April's cost of gas was \$0.0409. The estimated average home gas use for April is 51 therms and the estimated average residential gas bill for April is \$30.

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Alley Safety

It's time for spring cleaning projects. Before you start, make sure you think about safety when you're cleaning out the garage or hauling out yard waste. Many communities in New Mexico have alleys behind homes, and for some residents this is where natural gas meters are located. In a lot of towns, it's also where municipal waste crews pick up the trash. When you're removing items from your house for trash pickup, please do not place bulk waste, tree limbs, landscaping debris or other large items on or near your gas meter. New Mexico Gas Company's service technicians and meter readers need 24/7 access to your meter, especially if they're responding to an emergency call.

