



CHANGES ARE COMING FOR CUSTOMERS IMPACTED BY THE PANDEMIC

We know many of our customers have been impacted by the COVID-19 pandemic. If you've experienced financial hardship, New Mexico Gas Company can help.

When the pandemic began last spring, the New Mexico Public Regulation Commission instituted a moratorium on disconnections for residential utility customers who fell behind on their monthly payments.

Changes to that order are coming. In May, residential customers who are behind on their natural gas bills will have 90 days to contact us to set up a payment plan.

If you are behind on your bill, please contact us at 1-888-664-2726 as soon as possible. Why wait if you need help?



If you cannot pay the full amount due on your bill, we can get you into a payment plan tailored for your needs. Our friendly customer service representatives can also tell you about available assistance programs.

Please take the first step by calling us at 1-888-664-2726. Our Call Center is staffed from 7:30 a.m. to 6 p.m. every Monday through Friday.

If you have fallen behind on your bill, and need assistance, we can set up a program that ensures your natural gas service will continue. Please don't wait any longer. Call us today and let's talk about the options to help you pay your bill and avoid disconnection of service.

SAFETY MESSAGE

APRIL IS NATIONAL SAFE DIGGING MONTH



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.

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 at NM811.org to fill out an online request form. Your request will be processed the following business day.

ABRIL ES EL MES NACIONAL DE EXCAVAR CON SEGURIDAD

Antes de agarrar la pala, hay una llamada importante que se necesita hacer: 811. Es una llamada GRATIS que le ayuda a mantener seguros para usted y sus vecinos.

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

- Llame al 811. New Mexico One Call toma las peticiones rutinarias de localizaciones 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 NM811.org. También puede solicitar una localización 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.

SAFETY MESSAGE

Native American Scholarship Program



The Native American Scholarship Program provides financial assistance to support post-secondary education for Native American students. New Mexico Gas Company's scholarship supports Native American students in New Mexico who demonstrate a desire to engage in their future through continuing education.

The program assists students in pursuit of an associate, bachelor's, or master's degree, certification from a trade school or specialized technical training associated with a license or certificate. The allowance for trade school and technical training assistance sets this program apart from more traditional scholarship programs. We recognize that in today's workforce, there is a need for trade school and technically trained personnel as well as those with conventional degrees.

Twenty initial or renewal scholarships of \$2,000 each are awarded annually. Applications for this year's scholarships will be accepted beginning April 2, 2021. The application deadline is May 7, 2021. All applicants will be notified of the award decisions by the end of June. Presentation of the awards will be made by the NASP committee at a date to be determined.

Visit www.nmgco.com/en/native_american_scholarship_program for more information, or e-mail questions to nasp@nmgco.com.

CUSTOMER SERVICE GUIDES

A summary of New Mexico Gas Company customers' rights and responsibilities is included in our Customer Service Guide. These free guides are available in English and in Spanish on our website. You may also request to have a copy mailed to you by calling or emailing us.

HOW TO REACH US

Para información en español llámenos al 1-888-NM-GAS-CO (1-888-664-2726) o visite nuestro sitio en línea www.nmgco.com.

PHONE

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)

ONLINE

Customer Service E-mail
customerservice@nmgco.com

Website

www.nmgco.com

New Mexico 811

Call 811 before you dig



@nmgasco



Facebook.com/NMGasCo



@nmgasco



@nmgasco

MAILING ADDRESSES

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 \$0.4199. 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 \$0.0339. The estimated average home gas use for April is 41 therms and the estimated average residential gas bill for April is \$47. We do not make a profit on the natural gas we purchase on behalf of our customers.