



ADDRESSING THE INCREASING COST OF GAS

As you look at your bill this month, you will notice an increase in the gas-cost portion. We are concerned about the impact this will have upon you so we will briefly explain why the cost of gas portion of your bill has gone up, and options available to help you.

Gas prices worldwide have been rising because of a shortage and an increased demand for natural gas around the world. These worldwide price increases affect the United States and New Mexico and as a result, companies such as NMGC, which purchase natural gas from producers, must pay these higher prices. In addition, during the extremely cold weather that struck the Southwest region in February 2021, the price of natural gas



charged to NMGC went up dramatically over a short period of time. NMGC paid for this gas and was then authorized to begin recovering these extraordinary gas costs in bills beginning in July 2021 and continuing through December 2023.

Both of these factors involve events outside of our control causing gas prices charged to us, and passed on to you, to increase. Please understand, we pass the cost of the gas on to you, our customers, without markup. We do everything we can to purchase gas at the lowest price available, and you pay what we pay, no more and no less.

We have posted a more detailed explanation of the cause for the increased of gas on our website: www.nmgco.com/en/gas_price.

TIPS TO SAVE ON COST OF GAS

To minimize the impact of increased gas prices, we recommend you do all you can to conserve using natural gas. There are several things you can do to minimize your energy costs:

- Turn your thermostat down.
- Use our free Home Energy Analyzer for recommendations that could help you save hundreds of dollars through energy efficiency measures. <https://nmgco.energysavvy.com/residential/start/>
- Weatherize your home to save energy and money, and to improve the comfort of your home.
- Clean or replace filters on your furnaces.



Discover your savings potential with our free Home Energy Analyzer.

It takes less than five minutes and there's no sign up or personal info required.

- Clean warm-air registers, vents, baseboard heaters and radiators. Make sure they're not blocked by furniture, carpeting or drapes.
- Open drapes and shades on your south-facing windows during the day to allow warm sunlight to enter. Close them at night to reduce the chill from cold windows.

ASSISTANCE IS AVAILABLE

We know many individuals and small businesses have been impacted by the pandemic, and we're doing our part to help New Mexico's recovery. Using shareholder resources, we have established \$1.2 million in assistance funding for residential and small business customers.

If you've experienced financial hardship, local resources are ready to help. Visit nmgco.com/assistance for information.

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

SAFETY MESSAGE: USE YOUR SENSES



New Mexico Gas Company provides safe and reliable natural gas service to your home and business. Our experienced engineering and operations experts carry out comprehensive programs for the safe design, construction and operation of our pipelines, and they conduct regular inspections. You also play a key role in natural gas safety. Use your eyes, ears and nose to stay alert to potential dangers.

RECOGNIZING A NATURAL GAS LEAK



LOOK Do you see dirt blowing in the air near a natural gas pipeline? This could be a sign of a leak.



LISTEN Listen for a hissing or roaring sound. This may be an indication of a leak.



SMELL An additive is used to give natural gas its very distinct odor - rotten eggs. This pungent smell is a warning sign of a possible leak.



CALL If you suspect a natural gas pipeline leak, leave the area immediately, call 911, then call us at 1-888-NM-GAS-CO (1-888-664-2726).

STAY SAFE FROM SCAMMERS!

Scammers can strike anytime. If you suspect someone is pretending to be a New Mexico Gas Company employee, call us at 1-888-664-2726. We will tell you if we are trying to contact you and we can confirm the employee's identity. Here are some tips on how to stay safe from scammers:



- Be careful about trying to pay your bill through a third-party bill payment website that is not your bank or through our affiliation with Speedpay Inc., accessed directly through the "Manage My Account" section of NMGCO.com.
- All NMGC employees are required to carry photo identification cards. If someone claiming to be an NMGC employee visits your home or business, you can request to see an ID badge or call us to verify his or her identity.

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 from suppliers directly on to you. Current rates are available on our website at www.nmgco.com/en/cost_of_gas or by calling **1-888-664-2726**.