

# Natural Gas Pipeline



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## STAY SAFE FROM SCAMMERS THIS HOLIDAY SEASON

Scammers can strike anytime, especially during the holidays. During an interaction, 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.



If your balance is past due, you may get a call from one of our customer service representatives offering to take payment over the phone from either a checking or savings account. You can confirm the call by asking for information about your account, such as your address or your account number. If at any time you become suspicious of the caller,

hang up and call us at 1-888-664-2726 to discuss the details of your account and any balance that may be due.

### TIPS ON HOW TO STAY SAFE FROM SCAMMERS:

- Be cautious with third-party bill payment websites
- 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 password protected "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.

## 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. For more information, visit [www.nmgco.com/en/if\\_you\\_smell\\_gas](http://www.nmgco.com/en/if_you_smell_gas)

## 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** and call 911, then call us at 1-888-NM-GAS-CO (1-888-664-2726).

**IN THE COMMUNITY:** New Mexico Gas Company participated in the 2022 Albuquerque Community Assistance Fair, where we helped more than 200 customers with payment assistance toward their natural gas bills. Funding is still available. Visit [www.nmgco.com/assistance](http://www.nmgco.com/assistance) to learn more.



## THE DANGERS OF CARBON MONOXIDE

According to the Centers for Disease Control and Prevention, carbon monoxide (CO) poisoning is responsible for approximately 450 deaths and 21,000 emergency room

visits each year, and is a leading cause of unintentional poisoning deaths in the United States. Nearly half of the deaths occur in the cold months of December, January and February, as furnaces are put into heavy use.

Carbon monoxide is a colorless, odorless, nonirritating gas created by the burning of fuel in furnaces, cars and trucks, generators, gas and propane heaters, wood stoves, gas stoves, fireplaces, tobacco smoke and other fires. The most common location of exposures causing poisoning is in homes from breathing in elevated levels of CO caused by malfunctioning appliances.

Symptoms of CO poisoning commonly include headache, dizziness, weakness, vomiting, chest pain and confusion. Large exposures can result in loss of consciousness, arrhythmias, seizures, or death.

Carbon monoxide detectors are the only reliable way to detect the gas. Purchase detectors for your home and install according to manufacturer's instructions, using fresh batteries.



## INSULATION REBATES

Proper insulation helps retain the heat in your home during the winter and keeps your home cooler in the summer. Get rebates up to \$500 when you add insulation in the attic or roof of your home.

Insulation added between April 1, 2022, and March 31, 2023, is available for rebates with our 2022 program. Visit [nmgcgetrebates.com](http://nmgcgetrebates.com) to learn how you can earn rebates for home insulation.



## 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](http://www.nmgco.com/en/cost_of_gas) or by calling **1-888-664-2726**.

## 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](http://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](mailto:customerservice@nmgco.com)

## Website

[www.nmgco.com](http://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