

Natural Gas Pipeline



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USE YOUR SENSES TO STAY SAFE.

New Mexico Gas Company provides safe and reliable natural gas service. Our engineering and operations teams carry out comprehensive programs for the safe design, construction, and operation of our pipelines, including 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, do not do anything that could create a spark. Leave the area immediately and then from a safe distance call us at 1-888-NM-GAS-CO (1-888-664-2726) or call 911.



INSULATE YOUR HOME AND SAVE!

New Mexico Gas Company Offers Rebates up to 40% on Attic and Roof Insulation

Was your home built before 1990? Are some rooms cooler than others?

According to ENERGY STAR®, 90% of American homes are under-insulated.* A properly insulated home can help you keep your comfort up and your heating costs down. But how do you know where you stand when it comes to insulation?



Check the depth of your attic insulation. If the insulation is less than 6 inches thick, you need to add more insulation.

New Mexico Gas Company offers rebates up to \$1,000 when you have a participating contractor add insulation to your home's attic or roof and crawl space. Get more information on all our space and water heating rebates at nmgcgetrebates.com. *Compared to 2006 IECC standards, Source: Boston University and NAIMA



SAFETY MESSAGE: CARBON MONOXIDE ALARMS

Carbon monoxide is an odorless, invisible gas and can come from any fuel-burning appliance that is inadequately vented, poorly maintained, worn or improperly adjusted, or from poorly maintained or blocked chimneys. One way to reduce your risk of carbon monoxide poisoning is to use carbon monoxide alarms. Install these devices in accordance with the manufacturer's instructions and be sure to check and refresh the batteries throughout the year.

Learn more about carbon monoxide safety by visiting our website: https://www.nmgco.com/en/carbon_monoxide_safety.



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.

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 AT NEW MEXICO GAS COMPANY

For a list of our Business Offices and walk-in locations, please visit www.nmgco.com.

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)

CONNECT WITH US ONLINE

Customer Service Email:

customerservice@nmgco.com

Website

www.nmgco.com

New Mexico 811

Call 811 before you dig



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[New Mexico Gas Company](https://www.linkedin.com/company/new-mexico-gas-company)



[@nmgasco](https://www.instagram.com/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