

Natural Gas Pipeline New Mexico GAS COMPANY[®] AN EMERA COMPANY



February 2020 | nmgeo.com

SAFETY
NEW MEXICO GAS COMPANY

STAY SAFE IN SNOW AND ICE

The accumulation of snow and ice increases the potential for damage to natural gas meters, regulators and other above-ground pipeline facilities. Snow and ice should be cleared from exhaust and combustion air vents of natural gas appliances to keep them operating smoothly and prevent carbon monoxide from entering homes and other structures.

Extreme care should be taken when removing ice or snow from such vents. When possible, use a soft broom instead of a shovel to avoid damage, and never stand or climb on unsafe ground or surfaces to reach vents.

Always remember, if you smell a rotten egg-like odor in or around your home, in your neighborhood or at work, it may be a natural gas leak. Leave the area immediately. Then from a safe distance call 911, and call New Mexico Gas Company at 1-888-664-2726.



#NMGasCo Cares About Counting!

There's only a few more months until the 2020 Census. Why is the census important? The Census counts our population and households. In turn, this determines the number of congressional seats, redistricting as well as the distribution of more than \$675 billion in federal funds annually to support states. You can fill out the Census online, in person, by mail or over the phone. Learn more here: <https://nmcounts2020.org>.

NM Counts!
2020

Customer Service Guide

Our free Customer Service Guide, available in both English and Spanish, provides important information for customers.

This guide includes billing information, steps on how to stop and start service, natural gas safety, customer rights and responsibilities and more. The Customer Service Guide can be found on our website at https://www.nmgco.com/en/customer_service_guide. You can also request to have a copy mailed to you by calling 1-888-664-2726 or stop by any NMGC business office to pick up a copy.



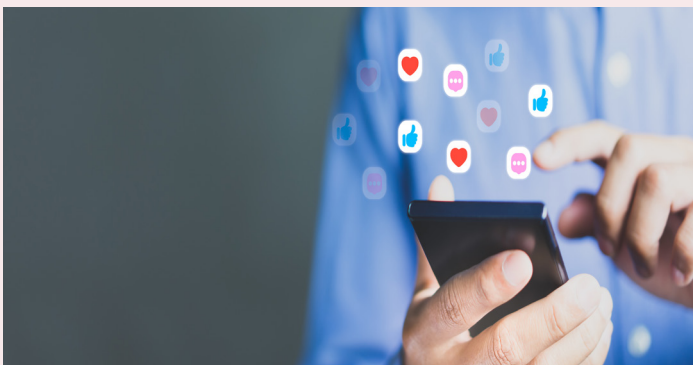
How To Contact the NMPRC

Meetings of the New Mexico Public Regulation Commission (NMPRC) are open to the public. Copies of the NMPRC Open Meeting Policy and Notice are available at the NMPRC office (P.E.R.A. Building, 1120 Paseo de Peralta, Santa Fe, NM 87504-1269) or at www.nmprc.state.nm.us/. Copies are also available, upon request, at New Mexico Gas Company business offices. To find an office near you, visit www.nmgco.com, or call us at 1-888-664-2726.

Connect with us!



Why wait for important safety tips, advice on energy savings, helpful customer service information, fun facts and more? Like, follow and subscribe to our social media on Facebook, Twitter, LinkedIn and YouTube platforms @nmgasco to always stay in the know!



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. January's cost of gas is \$0.2436. The February cost of gas can be found as a line item on your bill beginning February 1st. Last February's cost of gas was \$0.2552. The estimated average home gas use for February is 114 therms and the estimated average residential gas bill for January is \$70.

We do not make a profit on the natural gas we purchase on behalf of our customers.