



A Natural Choice.

FOR IMMEDIATE RELEASE

FOR MORE INFORMATION, CONTACT:

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Tim Korte
(505) 697-3643
Tim.Korte@nmgco.com

**ERRONEOUS ENERGY USE INFORMATION WAS SENT TO CUSTOMERS
CORRECTION LETTERS WILL GO OUT LATER IN OCTOBER**

ALBUQUERQUE – New Mexico Gas Company provided incorrect information in home energy reports sent to customers this month. NMGC is working with the third party that produces the reports to inform customers who received the reports and provide corrected data.

The mistake occurred only on the home energy reports, which are separate from the billing process. This did not change or in any way impact the amount that customers are billed.

The objective of the home energy reports program is to help customers understand their natural gas use so they can save money and energy.

The reports contained a graph which erroneously compared customer use with that of other homes, making it appear that some customers might be using much more gas than similar-sized residences. The graph correctly displayed the customer's three-month total gas use (for October 1 to December 31, 2023) but incorrectly compared it to the one-month average use of similar sized homes.

About 160,000 customers received incorrect reports. The mistake was identified shortly after reports were sent this month. For customers who received erroneous information, a correction letter will be sent later in the month. Starting in November, all reports will return to having accurate information.

Customers with questions about their reports can call 1-877-501-7835. Our team is available Monday through Friday from 8 a.m. to 5 p.m.

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About New Mexico Gas Company

As the largest natural gas distribution utility in the state, New Mexico Gas Company (www.nmgco.com) provides service to more than 545,000 homes and businesses throughout New Mexico. The Company has about 740 employees in 26 offices, who are responsible for safely and reliably operating more than 12,000 miles of pipelines. New Mexico Gas Company is a subsidiary of Emera Inc., an expert team of utility and energy services companies serving 2.5 million customers in the U.S., Canada, and the Caribbean. Emera is headquartered in Halifax, Nova Scotia.