



FOR IMMEDIATE RELEASE

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HOMEOWNERS ARE REMINDED TO CALL 811 BEFORE DIGGING
CALLING 811 BEFORE STARTING WORK IS THE SAFE APPROACH

ALBUQUERQUE – New Mexico Gas Company reminds customers to call 811 before starting any digging projects. Accidentally striking a natural gas line creates a dangerous condition for homeowners, neighbors and first responders.

Consider the potential presence of underground utilities inches below the surface when planning jobs like planting trees or bushes, pulling stumps, installing fence posts, working on irrigation systems or any other projects that require digging.

“Calling 811 to get utility lines marked before any digging project protects families, neighbors and the crews who must respond if something goes wrong,” said NMGC Vice President of Operations and Customer Service Ray Sanchez. “We care about our customers and our communities, and a simple call helps to ensure projects are completed safely.”

In the first three months of this year in the Albuquerque metro area - spanning from Placitas to Los Lunas – there were 17 incidents where someone, often the property owner, struck a gas line without calling 811 in advance to get utility lines marked. This is an increase from the same period last year. Statewide, damaged gas lines rose from 35 incidents in the first three months of 2025 to 37 over the same timeframe this year.

Additionally, NMGC crews responding to potential leaks occasionally find damage that occurred previously but had not been reported. If you are digging and nick or damage an underground utility, you must call 811 or 911 and report the damage. The affected utility company will send crews out to assess and repair the damage.

It’s required by law to call 811 to locate gas lines and other buried utility infrastructure at least three days before digging. It’s the best prevention against damaging utility lines which creates an unsafe situation. The law applies to contractors performing excavation as well as to homeowners digging on their property.

When a customer calls 811, utilities respond free of charge to mark the location of their underground gas, electricity, telephone, cable, water and sewer lines. You simply need to call 811 or 1-800-321-2537.

Homeowners are responsible for locating underground lines on their property, including yard lines past the utility company's meter, and underground sprinkler or irrigation lines.

NMGC marks its gas lines in yellow up to the meter. Other utilities use different colors. The markings are intended to guide digging projects and to help excavators and homeowners avoid hitting underground lines.

Operators are available to take line location requests from 7 a.m. to 5 p.m. on weekdays. You can also submit an online request 24 hours a day by using One Call's [web portal](#) to fill out a request form.

For more information, please visit the Call Before You Dig page on the [New Mexico Gas Company website](#) or the [NM811 website](#).

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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 about 1.3 million customers through more than 553,000 homes and businesses across 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 has headquarters in Halifax, Nova Scotia.