

Natural Gas Pipeline



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ASSISTANCE IS STILL AVAILABLE

Many of our customers have been financially impacted by the COVID-19 pandemic. If you or someone you know has experienced financial hardship, New Mexico Gas Company can help. We have multiple payment assistance plans available that utilize local resources. If you're not able to pay the full amount due on your bill, we can get you into a payment plan to keep your account current.



If you need assistance, why wait? Call us at 1-888-664-2726 to ask about assistance or to discuss a payment plan that meets your needs. Our Call Center is open from 7:30 a.m. to 6:00 p.m. every Monday through Friday, and our

customer service representatives are ready to help. If you have fallen behind, we can set up a program to help you catch up. Please don't wait any longer. Call us today and let's talk about the options to help you. Or visit [nmgco.com/assistance](https://www.nmgco.com/assistance) for more information.

And for our customers who are able to provide help, we have a program for that, too! When it gets cold, the HEAT New Mexico Fund helps our low-income customers pay their heating bills. This fund comes from donations from employees and customers to help those in need. For each dollar donated, NMGC will contribute \$1.50 up to \$150,000 this heating season.

Making your tax-deductible donation is easy. Simply make a notation on the payment stub of your NMGC bill or call us at 1-888-NM-GAS-CO (1-888-664-2726) to pledge a donation.

SEWER LINE SAFETY

Natural gas utilities across the country have discovered locations where gas pipes were inadvertently installed through sewer pipes. This is known as a cross bore. It doesn't create a safety hazard as long as the natural gas pipe is undamaged. However, damage to gas pipes can occur when equipment is used to unclog sewer pipes. This can lead to a leak that could result in a fire or explosion, possibly causing injury or even death to anyone who unclogs the sewer pipes and to those who are inside structures that are connected to the sewer pipe.

New Mexico Gas Company has hired Pro Pipe, a contractor, to inspect sewer lines across our service areas. Currently, these crews are working in Albuquerque and Roswell. Pro Pipe will confirm that gas pipelines have not intersected with sewer lines. See [nmgco.com/en/Sewer_Work_Safeguards](https://www.nmgco.com/en/Sewer_Work_Safeguards) for more information, or call 1-888-664-2726.



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 https://www.nmgco.com/en/cost_of_gas or by calling 1-888-664-2726.

MAKE A SAVINGS SPLASH

When you waste water, you're also letting energy and money go down the drain. Along with putting increased demand on the water supply, it puts added pressure on your wallet. In many homes, heating water is the second largest energy expense - only space heating/cooling systems use more. Both your home shower and sinks dispense gallons of water a minute, every use, every day. Between the two, the average person uses nearly 1,000 gallons of water each month.

To help make saving water easy, NMGC is offering a free High Efficiency Showerhead and Water Savings Kit to residential customers. It includes easy-to-install products that let you enjoy your shower and use your sinks with all the same temperature, comfort, and water pressure you expect - but with less water. With this kit, you could save up to 75,000 gallons of water and \$150 on your natural gas bill over their lifetime.

Visit nmgcfreshshowerhead.com for more information and to request your kit.



CONNECT WITH US ON SOCIAL MEDIA

Want to be part of the discussion? Come join us! Like New Mexico Gas Company on Facebook and LinkedIn, subscribe to our YouTube channel and follow @nmgasco on Twitter to stay connected and receive the latest news, important safety and energy savings tips, helpful customer service information and much more!



@nmgasco



@nmgasco



Facebook.com/NMGasCo



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Budgeting Made Easy

Want to reign in those higher natural gas bills that start when the weather gets cold? Check out Budget Billing! We calculate your annual cost of gas based on your actual gas usage from the previous year, then the cost is spread evenly over the next 12 months so you pay the same amount each month.

For more information, see www.nmgco.com/en/budget_billing or call us at 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

For a list of our Business Offices and walk-in locations, please visit 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)

ONLINE

Customer Service E-mail

customerservice@nmgco.com

Website

www.nmgco.com

New Mexico 811

Call 811 before you dig



@nmgasco



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MAILING ADDRESSES

Correspondence Address

New Mexico Gas Company
PO Box 97500
Albuquerque, NM 87199-7500

Payment Address

New Mexico Gas Company
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Albuquerque, NM 87125-7885