



IMPORTANT SAFETY REMINDER FROM NEW MEXICO GAS COMPANY

WHAT TO DO IF YOU SMELL GAS OR SUSPECT A GAS LEAK

NATURAL GAS can be hazardous and must be used and treated with caution. If you smell natural gas or suspect a gas leak, don't delay – get away! Get everyone away from the area or out of the building immediately, then report the situation to 911 and then call our 24/7 hotline at 1-888-NM-GAS-CO (1-888-664-2726).

If you suspect a gas leak, leave immediately – don't try to find or stop the leak. Avoid open flames. Do not smoke. Do not do anything that might cause a spark, including turning on or off any electrical or battery-operated devices or using garage door openers, radios, televisions, computers or telephones. Don't operate any vehicle or equipment that could create a spark.

Finally, do not return to the building until New Mexico Gas Company safety experts have given the all-clear.

Recognizing a gas leak

In its natural state, natural gas is both colorless and odorless. As a safety precaution, New Mexico Gas Company adds an odorant to natural gas to give it a "rotten egg" odor that helps alert people to the presence of natural gas. This unpleasant odor of natural gas is for your protection in the event of a leak.

Natural gas may pose a hazard, especially if released in confined spaces. It's important to be able to identify signs of a natural gas leak, especially the rotten egg-like odor that we add so that you can smell natural gas. You can recognize a natural gas leak in several other ways, including an unusual hissing noise, blowing dirt for no apparent reason, an unusual dry spot in the ground or dead vegetation for no apparent reason, a white cloud, mist, fog, or bubbles in standing water, and frozen ground in warm weather.

DO NOT RELY on sense of smell alone to detect natural gas



The sense of smell for most people is a highly reliable indicator of a natural gas release. However, continued exposure to the odorant can desensitize the sense of smell. Additionally, the smell of natural gas can be masked by

other odors in the area.

In certain rare situations, the odor intensity can be diminished by physical and/or chemical processes, such as when gas passes through certain soil conditions. "Odor fade" is a phenomenon that can occur when the level of odorant is reduced or becomes ineffective for various reasons including physical or chemical processes, absorption into new piping systems, or absorption into soils, human insensitivity or inability to smell, among other things. Exposure to the odor for even a short period of time may cause nasal fatigue, where a person can no longer smell the odor. If you suffer from loss of smell, nasal fatigue or recurrent ailments, such as colds, sinus conditions or allergies, you might have a diminished capability to detect a natural gas leak. In addition, the Center for Disease Control and Prevention has identified the loss of smell as a potential symptom of exposure to the virus that causes COVID-19. Using tobacco, alcohol, medications or narcotics can lessen your ability to smell odorized gas.

NMGC ENCOURAGES YOU TO USE ALL OF YOUR SENSES TO DETERMINE THE PRESENCE OF NATURAL GAS.

SAFETY MESSAGE

Use a gas detector to help detect natural gas

Residential methane detectors, also called gas detectors, are now commercially available and are another tool to detect the presence of gas. Gas detectors listed by the Underwriters Laboratories (UL) can be used as an extra measure of safety for detecting the presence of natural gas.



Gas detectors emit a sound when gas is present and do not depend on sense of smell. We recommend installing, per manufacturer's instructions, residential methane detectors. These alarms must be selected and installed according to the manufacturer's instructions. Learn more at the Gas Technology Institute (www.gti.energy).

If you suspect a leak

Remember, if you suspect a gas leak, don't try to find or stop the leak. Get everyone away from the area or out of the building immediately, then report the situation to 911 and then call our 24/7 hotline at 1-888-NM-GAS-CO (1-888-664-2726).

More safety information

In addition to gas detectors, smoke alarms sense smoke, which indicates a fire. Carbon monoxide detectors sound when carbon monoxide is present. In all cases, we recommend following the manufacturer's instructions for installation and proper placement. Additional safety information, including more information about carbon monoxide safety, is available at NMGCO.com.

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. May's cost of gas is \$0.1993. The June cost of gas can be found as a line item on your bill beginning June 1st. Last June's cost of gas was \$0.1200. The estimated average home gas use for June is 17 therms and the estimated average residential gas bill for June is \$25. We do not make a profit on the natural gas we purchase on behalf of our customers.

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

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

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Payment Address

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