



## ASSISTANCE IS AVAILABLE FOR CUSTOMERS IMPACTED BY THE PANDEMIC

We know many of our customers have been impacted by the COVID-19 pandemic. If you've experienced financial hardship, New Mexico Gas Company can help.

When the pandemic began last spring, the New Mexico Public Regulation Commission instituted a moratorium on disconnections for utility customers who fell behind on their monthly payments.

For any of our New Mexico Gas Company customers who need help, we say **Why Wait** to get your account current?

We have payment assistance plans available right now that utilize local resources. And 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.

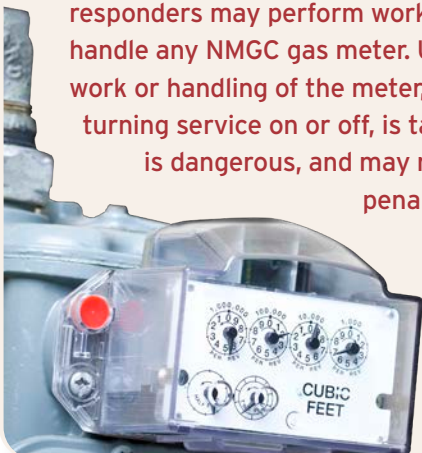
Please call us at **1-888-664-2726** to ask about assistance or to discuss a payment plan that meets your needs. Our Call Center is staffed from 7:30 a.m. to 6 p.m. every Monday through Friday, and our friendly customer service representatives are ready to help. If you have fallen behind, we can set 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 pay your bill.



## Safety Message: Meter Tampering



Only NMGC personnel and authorized first responders may perform work on or handle any NMGC gas meter. Unauthorized work or handling of the meter, including turning service on or off, is tampering, is dangerous, and may result in a penalty.



## Fast, Easy and Free. Go Paperless Today!

Life is easier when you don't have clutter. Welcome to paperless billing. Save paper and go electronic. You will still receive your bill in PDF format and have access to your account details just as you would on a paper bill.



Saving paper will help save on paper waste. You can easily enroll for paperless billing by visiting our website at [https://www.nmgco.com/en/about\\_your\\_bill](https://www.nmgco.com/en/about_your_bill). Or, by calling us at 1-888-NM-GAS-CO (1-888-664-2726).

## Budget Billing

For our budget-minded customers, we offer a convenient way to pay your gas bills while leveling out high winter costs. Sign up for Budget Billing on our website at:

[https://www.nmgco.com/en/budget\\_billing](https://www.nmgco.com/en/budget_billing).



## 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](http://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](mailto:customerservice@nmgco.com)

**Website**  
[www.nmgco.com](http://www.nmgco.com)

**New Mexico 811**  
Call 811 before you dig



@nmgasco



Facebook.com/NMGasCo



@nmgasco



@nmgasco

## MAILING ADDRESSES

**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

## Leak Town

At our Metro Service Center in Albuquerque, small buildings are set up to resemble neighborhood homes. We call it Leak Town. Each home has a natural gas meter where our employees train and learn our safety procedures. Our employees also go through confined space training to learn how to work in an underground area where gas lines may be present.

Employees learn how to approach a home or business that might have a natural gas leak. They will never ring a doorbell in that situation because doing so could create an electrical spark that might trigger an ignition if natural gas is present. Our employees are trained to always knock on the door when investigating a possible gas leak.

Leak Town is also used by first responders, including personnel from New Mexico fire departments. We are proud to work with firefighters from communities across the state on natural gas safety training.

This is one of the ways we help keep our customers safe. Every day.



## 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. February's cost of gas is \$0.3124. The March cost of gas can be found as a line item on your bill beginning March 1st. Last March's cost of gas was \$0.1007. The estimated average home gas use for March is 71 therms and the estimated average residential gas bill for March is \$62. We do not make a profit on the natural gas we purchase on behalf of our customers.