

Natural Gas Pipeline New Mexico GAS COMPANY[®] AN EMERA COMPANY



March 2020 | nmgco.com

SAFETY
NEW MEXICO GAS COMPANY

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 new employees train and learn safety procedures. They 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 gas leak. They will never ring a doorbell in that situation because doing so could create an electrical spark that might trigger an ignition. They will always knock on the door.

Leak Town is also used by first responders, such as fire departments from across New Mexico, to visit and practice safety procedures.



Do You Follow us on Social?

Why wait for important safety tips, advice on energy savings, helpful customer service information, fun facts and more? Like, follow and subscribe to our social media on Facebook, Twitter, LinkedIn and YouTube platforms @nmgasco to always stay in the know!



Excess Flow Valve

As required by the U.S. Department of Transportation (DOT), customers are notified that an excess flow valve (EFV), which meets the minimum DOT performance standards, is available at a typical cost from \$1,429 to \$2,238, paid by the customer, for installation on your natural gas service line. Please note that such a device is not required for the normal safe operation of your service line. An EFV can help mitigate the consequences of a service line failure (i.e. break, rupture, etc.). The installation of EFVs on new or replaced single family residence service lines that operate above 10 psig has been required for the last nine years. If your service line was installed or replaced within the last nine years, it likely has an EFV.

Safety Benefits

An EFV is a safety device installed inside the natural gas service line between the gas mainline and the gas meter. The EFV is designed to automatically close if there is enough damage to the line to affect the flow of gas. This closure reduces the amount of gas that escapes into the atmosphere. During normal use, the valve is kept open against oncoming gas flow by a spring. EFVs are designed so that general usage, such as turning on appliances, will not shut the valve. However, during a significant increase in the flow of gas (e.g., due to a damaged line), the spring cannot overcome the force of gas and the valve will close and stay closed until the correct pressure is restored. The EFV automatically resets itself when the correct pressure is restored.

Installation of an EFV

Existing service line customers who would like to have an EFV installed in their natural gas service line can request an EFV installation by contacting NMGC at 1-888-664-2726. The cost associated with installing EFVs on service lines -- those not being newly installed or replaced -- ranges from \$1,429 to \$2,238 and will be the responsibility of the customer.

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 www.nmgco.com/en/budget_billing.



HOW TO REACH US AT NEW MEXICO GAS COMPANY

Para información en español llámenos al 1-888-NM-GAS-CO (1-888-664-2726) o visite nuestro sitio en línea www.nmgco.com.

For a list of our Business Offices and walk-in locations, please visit www.nmgco.com.

Customer Service E-mail: customerservice@nmgco.com

*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)*

Web Site: www.nmgco.com

*New Mexico 811:
Call 811 before you dig*

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*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*

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 \$0.2124. 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 \$0.2499. The estimated average home gas use for March is 97 therms and the estimated average residential gas bill for March is \$55.

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