



IS YOUR **FURNACE** ON THE FRITZ?

Are you concerned about your furnace's performance? If so, here are few questions you can ask to help you decide if it's time to call a licensed and insured New Mexico Gas Company participating contractor to replace your furnace or boiler.

IS YOUR FURNACE OR BOILER MORE THAN 15 YEARS OLD?

Consider replacing with an ENERGY STAR® qualified furnace, which is up to 12% more efficient than a conventional furnace. If you have a boiler, consider replacing with an ENERGY STAR qualified boiler that is 5% more efficient than a new standard model.

DOES YOUR EQUIPMENT NEED FREQUENT REPAIRS, OR HAVE YOU NOTICED AN INCREASE IN YOUR ENERGY BILL OVER THE PAST COUPLE OF WINTERS?

If your furnace is costing you hundreds of dollars in repairs every year, it's time for an upgrade. Your heating equipment may have been less efficient and it's working harder to heat your home, which means it's using more energy. By replacing your furnace, you will be able to prevent frequent repairs and save on energy bills for years to come.



IS YOUR FURNACE MAKING STRANGE NOISES?

Some mild noise is common, but if you are hearing loud rattling, banging or squealing, this could be a warning sign that your system is on the fritz and it's time for a replacement.

If you answered yes to any of these questions, New Mexico Gas Company can help! We are offering rebates from \$200 to \$375 when you install a high efficiency gas furnace or boiler with an AFUE rating of 92% or higher in your home. For more information and to find a licensed and insured NMGC participating contractor, visit nmgcgetrebates.com/insulation-rebates.

ASSISTANCE IS STILL AVAILABLE!

If you've experienced financial hardship, local resources are ready to help. Visit <https://www.nmgco.com/en/assistance> for more information.



Protect Yourself from Carbon Monoxide



The winter heating season is here and natural gas is a safe, clean and reliable way to stay warm and comfortable.

When appliances are installed properly and operating efficiently, natural gas burns cleanly and safely. It is important,

however, to make sure all fuel-burning heaters and appliances are working properly to prevent the creation of carbon monoxide. To ensure that your gas appliances are performing efficiently consult a licensed plumber or HVAC contractor.

Carbon Monoxide Alarms



Carbon monoxide is an odorless, invisible gas. Carbon monoxide can come from any fuel-burning appliance that is inadequately vented, poorly maintained, worn or improperly adjusted. To protect yourself and your loved ones from carbon monoxide poisoning, you should invest

in several carbon monoxide alarms. Place these alarms near your natural gas appliances and be sure to refresh the batteries throughout the year. Learn more about carbon monoxide safety by visiting our website: https://www.nmgco.com/en/carbon_monoxide_safety.

HOW TO CONTACT THE NMPRC

Meetings of the New Mexico Public Regulation Commission (NMPRC) are open to the public. Copies of the NMPRC Open Meeting Policy and Notice are available at the NMPRC office (P.E.R.A. Building, 1120 Paseo de Peralta, Santa Fe, NM 87504-1269) or at www.nmprc.state.nm.us/.

Copies are also available, upon request, at New Mexico Gas Company business offices. To find an office near you, visit www.nmgco.com, or call us at 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 www.nmgco.com/en/cost_of_gas or by calling 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

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



Facebook.com/NMGasCo



@nmgasco



@nmgasco

MAILING ADDRESSES

Correspondence Address

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

Payment Address

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Albuquerque, NM 87125-7885