



## Safety Message: Use your senses

New Mexico Gas Company provides safe and reliable natural gas service to your home and business. Our experienced engineering and operations experts carry out comprehensive programs for the safe design, construction and operation of our pipelines, and they conduct regular inspections. You also play a key role in natural gas safety. Use your eyes, ears and nose to stay alert to potential dangers.

### Recognizing a natural gas leak



**LOOK** Do you see dirt blowing in the air near a natural gas pipeline? This could be a sign of a leak.



**SMELL** An additive is used to give natural gas its very distinct odor - rotten eggs. This pungent smell is a warning sign of a possible leak.



**LISTEN** Listen for a hissing or roaring sound. This may be an indication of a leak.



**CALL** If you suspect a natural gas pipeline leak, leave the area immediately, call 911, then call us at 1-888-NM-GAS-CO (1-888-664-2726).

## Stay safe from scammers!



Scammers can strike anytime, especially during the holidays. During an interaction, if you suspect someone is pretending to be a New Mexico Gas Company employee, call us at 1-888-664-2726.

We will tell you if we are trying to contact you and we can confirm the employee's identity.

If your balance is past due, you may get a call from one of our customer service representatives offering to take payment over the phone from either a checking or savings account. You can confirm the call by asking for information about your account,

such as your address or your account number. If at any time you become suspicious of the caller, hang up and call us at 1-888-664-2726 to discuss the details of your account and any balance that may be due.

### Here are some tips on how to stay safe from scammers:

- Be cautious with third-party bill payment websites.
- Be careful about trying to pay your bill through a third-party bill payment website that is not your bank or through our affiliation with Speedpay Inc., accessed directly through the password protected "Manage My Account" section of NMGCO.com.
- All NMGC employees are required to carry photo identification cards. If someone claiming to be an NMGC employee visits your home or business, you can request to see an ID badge or call us to verify his or her identity.

**Need help? Assistance is available!**

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



## Discover your savings potential!



Take our short survey to see how your home scores with energy efficiency! The Home Energy Analyzer shows how you can save money and energy in your home. It takes less than five minutes and there's no signup or personal information required. You'll get an energy ranking, savings estimate and upgrade recommendations. Take the survey here: [https://www.nmgco.com/en/energy\\_efficiency](https://www.nmgco.com/en/energy_efficiency).

## Alley safety

When you're removing items from your house for trash pickup, please do not place bulk waste, tree limbs, landscaping debris or other large items on or near your gas meter.



New Mexico Gas

Company's service technicians and meter readers need 24/7 access to your meter, especially if they're responding to an emergency call. Anything leaned on a natural gas meter could potentially damage the meter. Also, be sure your trash bins are several feet from the meter, since this makes it safer and easier for crews to remove waste items.

## 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

## 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. November's cost of gas is \$0.2962. The December cost of gas can be found as a line item on your bill beginning December 1st. Last December's cost of gas was \$0.2444. The estimated average home gas use for December is 119 therms and the estimated average residential gas bill for December is \$93.

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