



New Mexico
GAS COMPANY®

New Customer Handbook



*Valuable
information
from your
natural gas
company*



Hello, New Neighbor!

We're New Mexico Gas Company and we are your natural gas company. We are happy to welcome you as a new customer. This pamphlet provides information on a number of our services and some important safety information to help you get settled into your new home.

If you would like to know more, visit our website: **www.nmgco.com** or call us between 7:30 a.m. and 6 p.m. weekdays. Our statewide toll-free number is also our name: 1-888-NM-GAS-CO (or 1-888-664-2726).

How to Read Your Bill

- Customer name and mailing address:** The name and mailing address for the person responsible for the account. The mailing address and service address may be different.
- Bill date:** The date your bill was prepared.
- Account number:** Your New Mexico Gas Company account number.
- Service address:** The address of the property where natural gas service is provided.
- Pay by date/Payment due date:** The date your bill is due, shown as the "pay no later than" date.
- Messages:** Important information is included here, as well as on page 2 of your bill.

Billing Date08-AUG-2024

Bank Draft Date30-Aug-2024

Amount Drafted\$104.00

Account Number99999999-999999-1

0112
OS

JOHN DOE
123 MAIN ST
ALBUQUERQUE NM
87113-2557

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Page 1 of 2

Bill Date08-AUG-2024

Account Number99999999 - 9999999 - 1

Service Address123 MAIN ST
ALBUQUERQUE, NM

Billing Summary

Payments Received Since Last Statement (Thank You)

\$104.00

Current Charges

Gas Service

\$104.00

Total

\$104.00

Total Amount Due (This Amount Will Be Drafted)

\$104.00 will be drafted on AUG 30, 2024

5

\$104.00

Help is Available

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If you've experienced financial hardship, we can help tailor a payment plan and provide info on payment assistance. Visit www.nmgco.com/assistance or call us at 1-888-664-2726.

Gas Emergencies

If you smell gas (a rotten egg odor) or suspect a gas leak, leave the area immediately! From a safe distance call 911, then call us at 1-888-664-2726 at any hour, day or night.

How to Contact us

Office Address: 1625 Rio Bravo SW Ste 27 Albuquerque, NM 87105

Telephone: 505-697-3335 or (1-888-664-2726)

Call Center Hours Monday - Friday: 7:30 AM - 6:00 PM

Payment Options Pay by Phone: 1-888-508-9320

Website: www.nmgco.com

Pay Online: www.nmgco.com

PLEASE DETACH AND ENCLOSE THIS COUPON WITH CHECK PAYABLE TO NEW MEXICO GAS COMPANY

Account Number99999999-9999999-1

Service Address123 MAIN ST
ALBUQUERQUE, NM

TOTAL AMOUNT DUE.....\$104.00

HEAT New Mexico Fund.....\$

New Mexico Gas Company matches your contribution

0112
OS

New Mexico Gas Company
PO Box 27885
Albuquerque, NM 87125-7885

TOTAL AMOUNT ENCLOSED.....\$

\$104.00 will be drafted on AUG 30, 2024

BUDGET BL

Energy efficiency programs result in cost savings and benefit the environment. Visit our website www.nmgco.com, to learn more about our programs and rebates that may be available to you.

Page 2 of 2

Bill Date08-AUG-2024

Account Number99999999 - 9999999 - 1

Service Address123 MAIN ST
ALBUQUERQUE, NM

Service # 200 GAS

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GRAPH DISPLAYED IN THERMS

Average cost per day was \$0.89

Average use per day was 1.03 therms

Total Current Gas Charges

\$29.79

Budget Payment Amount

\$104.00

Gas Budget Bill Balance

\$74.21

15

The SEP cost of gas is estimated to be \$0.18460/therm. For updated prices call 888-NM-GAS-CO (888-664-2726). Based on last year's usage your next gas bill is estimated to be between \$14.94 and \$16.51.

SYSTEM UPGRADE: This bill, NMGC, will launch important new updates to our customer information system. As part of this upgrade, you may see the following:
• Temporary closures of our Call Center and Walk-in Offices for 2 days in mid-October.

7. **Therm:** The measure of heating value equal to 100,000 British thermal units (Btus) used in the cost of gas and cost of service calculations.
8. **Cost of gas:** The price NMGC pays for your gas each month, which is passed through to you with no profit.
9. **Distribution and transmission fees:** Covers costs of transporting and distributing natural gas to cities and towns as well as operations and maintenance costs.
10. **Weather adjustment:** A credit or fee that adjusts your bill based on whether the winter months are warmer (a fee is imposed) or colder (credit is provided) than the average over a 10-year period.
11. **Access fee:** The basic monthly costs of operating and maintaining gas pipelines and the costs of meter reading and billing services.
12. **Energy efficiency fee:** The cost of energy efficiency programs, which offer rebates on energy efficient products and services.
13. **Pipeline safety fee:** A fee imposed by the state to fund the Pipeline Safety Bureau.
14. **Franchise fee:** A fee imposed by cities for the use of public rights-of-way to bring natural gas to homes and businesses.
15. **Estimate for next month's gas:** An approximation of next month's gas bill based on the estimated cost of gas and the previous year's usage.

16. **Usage graph:** Reflects gas used this month, and each month of the previous year, as well as average gas usage per day (in both therms and cost).

** Items 10 - 14 will only be billed if applicable.*

HELP WITH BILL PAYMENTS

The Low-Income Home Energy Assistance Program

(LIHEAP): Qualified low-income families can receive assistance with their energy bills through this program. Contact the State of New Mexico Human Services Department at 1-800-283-4465 or the entity that administers a tribal or pueblo LIHEAP program. They can answer questions about income and family size requirements to qualify for the program.



ENERGY EFFICIENCY PROGRAMS

Energy efficiency programs result in cost savings and benefit the environment.

Visit www.nmgco.com/en/energy_efficiency to learn more about our programs and rebates that may be available to you.

PAYMENT OPTIONS

New Mexico Gas Company customers have a variety of bill payment options in addition to the traditional method of mailing us a check or money order each month. A complete list is available online at

www.nmgco.com/en/pay_my_bill.

Options include:



AUTOMATIC BANK DRAFT: Reduce your paperwork. With automatic bank draft, New Mexico Gas Company can withdraw your gas bill payment each month from your designated checking or savings account.

BUDGET BILLING: Avoid seasonal fluctuations in your gas bill by enrolling in this convenient plan that allows you to pay a predetermined amount each month, based on your previous usage history. Enroll in or discontinue the plan at any time. Call 1-888-NM-GAS-CO (1-888-664-2726) to enroll.

CARD PAYMENT: Through Speedpay, you can pay your New Mexico Gas Company bill using a credit or check card, ATM card or e-check. This service is available 24/7 for a small transaction fee.

ELECTRONIC PAYMENT: You can make a free one-time gas payment electronically from your checking or savings account, 24 hours a day, seven days a week. Payments made by 6 p.m. (MST) will be credited to your account for the next business day. To make a payment, visit www.nmgco.com/en/pay_electronically.

PAYMENT LOCATIONS: Make a payment at any NMGC business office, drop box, or an authorized third-party payment location. For a list of business office locations near you, see the list at the end of this booklet or visit www.nmgco.com/en/locations.

SPOTLIGHT ON SAFETY

Call Before You Dig!

Before beginning any project that involves digging, call 811. Utility operators will come out, free of charge, to mark natural gas and other facilities in the project area to help avoid potentially dangerous situations. New Mexico Gas Company marks natural gas lines in yellow.



Call at least three business days before every digging project. It's the law and it ensures you don't accidentally damage underground natural gas pipelines or other facilities. It also helps to protect you against serious injuries to yourself or others or from a service disruption and the costly damages and fines which could result. For more information, visit www.nm811.org.

If damage to a natural gas line results in gas escaping from the line, immediately leave the area, call 911 and then call New Mexico Gas Company at 1-888-NM-GAS-CO (1-888-664-2726). Do not turn on or off any electrical or battery-operated devices, including garage door openers, radios, TVs or telephones, since this could cause a spark. Avoid open flames from matches or lighters and do not smoke.

Do not return to the building until New Mexico Gas Company experts have given the all-clear.

If you cause even minor damage to a natural gas pipeline, immediately contact New Mexico Gas Company at 1-888-NM-GAS-CO (1-888-664-2726). A scrape, dent or crease in the pipeline may cause a rupture or a leak in the future. DO NOT attempt repairs yourself.

Carbon Monoxide: The Silent Killer. Carbon monoxide is an odorless, tasteless and colorless gas that can result in extreme illness, or even death, with prolonged exposure. The first signs of carbon monoxide poisoning include: flu-like headache, nausea, vomiting, drowsiness and ringing in the ears. If you suspect a carbon monoxide problem, open all the windows and doors, leave the building, and call the New Mexico Gas Company Emergency Line at 1-888-NM-GAS-CO (1-888-664-2726). Breathing carbon monoxide is a poisoning emergency. If you experience symptoms of carbon monoxide poisoning, seek immediate medical help: Call the New Mexico Poison Center — 24 hours a day, 7 days a week, toll-free, at 800-222-1222. To protect against carbon monoxide poisoning, install a UL-approved carbon monoxide detector in your home and have your furnace and other natural gas-powered appliances inspected by a licensed contractor before the start of each heating season.

Also, follow the manufacturer's indications to perform the installation, maintenance, operation and repair of all natural gas appliances safely. Never use a gas oven to heat your home. When using a chimney, open the duct to make sure it is vented safely.

SEWER LINES

New Mexico Gas Company, like other companies, at times utilizes various boring technologies to install underground utilities, including natural gas pipelines. Despite precautions taken, there are rare occasions when a bore may result in a gas line puncturing a sewer line. If your sewer line is blocked, there is a chance the blockage may be caused by an intersecting natural gas pipeline. This can present a serious safety risk if not cleared properly. Before you attempt to clear a sewer pipe, contact a professional plumber for assistance.

FLEXIBLE NATURAL GAS CONNECTORS

If you have a natural gas appliance that is more than 25 years old, it is a good idea to have the gas connectors replaced.

DO NOT attempt to check the connectors yourself. Instead, have a qualified technician inspect your appliances and, if necessary, replace the connectors for you.



Flexible natural gas connectors are corrugated metal tubes that attach gas appliances to a home or building's natural gas supply pipes. Some older, uncoated brass flexible gas connectors are still in use and can corrode or break. Be cautious when moving an appliance to check the gas connector. This may cause the connector to break, potentially resulting in a gas leak or fire.

CORRUGATED STAINLESS STEEL TUBING

Corrugated Stainless Steel Tubing (CSST) is a flexible, stainless steel pipe used to distribute natural gas within residential, commercial and industrial structures. Coated with a yellow exterior plastic coating, CSST is usually routed beneath floors, inside interior walls and in attic spaces.

While CSST features many benefits, it must be properly bonded and grounded for a safe installation. Proper bonding and grounding will reduce the risk of damage and fire from a nearby lightning strike.

****NMGC doesn't provide inspection service for CSST installations. Please contact your builder, contractor or a qualified professional for an evaluation or for more information. Or visit www.nmgco.com/en/csst.***

EXCESS FLOW VALVES

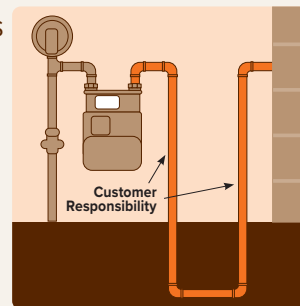
Excess flow valves (EFVs) are devices that can be installed by NMGC on your underground natural gas service line that runs from the main line to the meter. EFVs are designed to restrict gas flow when it exceeds prescribed limits, such as when a service line is damaged due to excavation or other activity. EFVs do not protect against leaks beyond the meter (on your house piping).

EFVs help prevent the buildup of gas, reducing the chance of natural gas fires and explosions, personal injury and property damage. They are not required for the normal, safe operation of customer service lines.

If you choose to install an EFV, installation is performed at your expense. Cost depends on the difficulty of installation. Once installed, there is no additional expense to the customer. For more information, call NMGC at 1-888-664-2726.

MAINTAINING YOUR GAS LINES

New Mexico Gas Company is responsible for maintaining the gas line up to our meter. The maintenance of the gas line between our meter and your home or building is your responsibility. Buried pipes should be periodically inspected for corrosion and leakage. In some cases, these pipes may not be protected from corrosion, which can weaken or destroy metal.



Gas meters should be kept clear of snow and ice to prevent service interruptions or damage that possibly could lead to a gas leak. If safe to do so, carefully brush snow or ice from a gas meter with a broom. Never kick, shake, or use sharp objects to try to remove snow or ice buildup. If you notice a significant buildup of ice or snow around the meter or regulator or suspect damage, please call us at 1-888-NM-GAS-CO (1-888-664-2726).

Any unsafe conditions that are discovered should be repaired. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. Contact your local plumber or heating contractor to assist you in locating, inspecting and repairing your buried pipes. If you are a tenant, please notify your landlord.

For more information on natural gas line safety or maintenance, please visit www.nmgco.com or call us at 1-888-NM-GAS-CO (1-888-664-2726).

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.

FOR MORE INFORMATION

Customer Service: 1-888-NM-GAS-CO (1-888-664-2726)

Customer Service Email: customerservice@nmgco.com

Website: www.nmgco.com

Gas Leaks/Emergencies: 1-888-NM-GAS-CO (1-888-664-2726)

New Mexico One Call: Call 811 before you dig

Mailing Address:

New Mexico Gas Company
P.O. Box 97500
Albuquerque, NM 87199-7500



Business Offices:

Albuquerque

1625 Rio Bravo
SW, Ste. 27

Alamogordo

2101 Indian Wells

Anthony

350 Acosta Rd.

Artesia

510 W. Quay St.

Carlsbad

2115 San Jose Blvd.

Chama

2011 S. Hwy 17

Clayton

97 Santa Fe Dr.

Clovis

600 Georgia

Española

412 Santa Clara
Bridge Rd.

Farmington

603 W. Elm

Gallup

1510 E. Aztec

Grants

990 Sakalares Blvd.

Los Lunas

2431 Main St. SE

Lovington

1235 W. Ave. D

Portales

1028 W. Community
Way

Rio Rancho

1107 Rio Rancho
Blvd SE (Hwy 528)

Roswell

1300 N. Garden

Santa Fe

1700 C
St. Michael's Drive
Suite 110

Silver City

1100 N. Hudson

Taos

1110 Gusdorf Road

Truth or

Consequences

2161 Sanford Wilson
Rd.

Tucumcari

209 E. Center St.