

# Natural Gas Pipeline

 New Mexico  
GAS COMPANY®

December 2025 | [nmgco.com](http://nmgco.com)



## 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 our 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 designated bill pay provider, Paymentus, accessed directly through 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 their identity.



## NEED SOME BALANCE IN YOUR LIFE? TRY BUDGET BILLING!

There's an easy and convenient way to pay your monthly natural gas bill. Sign up for budget billing!

Under this program, your gas usage is averaged over 12 months, so you'll pay the same amount each month of the year. This makes budgeting easy, and it helps reduce the size of your bills during the winter heating season.

You can sign up quickly and easily at [nmgco.com/en/budget\\_billing](http://nmgco.com/en/budget_billing), by calling us at **1-888-664-2726** or visiting any of our 22 walk-in payment center offices.





## BIG SAVINGS + INCREASED COMFORT = A WINNING DEAL

Here's an energy-saving win you'll want to grab! Our smart thermostat rebate program can help you lower your energy bills and up your home comfort.

If you're an NMGC customer, you qualify for up to two rebates per household on eligible ENERGY STAR® certified smart thermostats.

You'll get a \$50 instant rebate when you purchase in-store at participating retailers like Lowe's or The Home Depot, or through installation by a participating contractor. If you buy your smart thermostat online from other retailers and install it yourself, you can apply for a \$50 post-purchase rebate.

More comfort, less hassle! The smart thermostat learns your schedule, lets you control temps from your phone, and switches to energy-saving settings when you're away. So, you come home to just the right temperature without constantly fiddling with the dial. And they can help you save up to about \$100 per year in energy costs.

It's easy! Just go to [nmgcgetrebates.com](http://nmgcgetrebates.com) and choose how you want to buy or install: in-store, contractor, or online/install yourself.

You get the comfort of a modern smart thermostat, smarter control of your home's climate, free rebate money, and lower bills.

## USE A GAS DETECTOR TO HELP DETECT NATURAL GAS

Residential methane detectors, also called gas detectors, are commercially available and are another tool that may assist in detecting the presence of natural gas. Gas detectors listed by the Underwriters Laboratories (UL) can be used as an extra measure of safety for detecting the presence of natural gas. Gas detectors emit a sound when gas is present and do not depend on sense of smell. These alarms must be used and installed according to the manufacturer's instructions.

## 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 [nmgco.com/en/customer\\_service\\_guide](http://nmgco.com/en/customer_service_guide) 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 AT NEW MEXICO GAS COMPANY

For a list of our Business Offices and walk-in locations, please visit [www.nmgco.com](http://www.nmgco.com).

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)

#### New Mexico 811

Call 811 before you dig

## CONNECT WITH US ONLINE

#### Customer Service Email:

[customerservice@nmgco.com](mailto:customerservice@nmgco.com)

#### Website

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

 [Facebook.com/NMGasCo](https://www.facebook.com/NMGasCo)

 [New Mexico Gas Company](https://www.linkedin.com/company/new-mexico-gas-company/)

 [@nmgasco](https://www.instagram.com/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