

Natural Gas Pipeline



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WINTER HEATING TIPS AND SAFETY REMINDERS

With winter in full swing, it's not too late to make sure your water and space heating equipment is performing efficiently. Here are some friendly tips to help you save energy and stay safe:

- 1. Check for Wear and Tear:** Look at your heating system for any signs of wear, like rust or irregularities in flames of the burner. Always have a licensed HVAC technician check out any irregularities.
- 2. Carbon Monoxide Detectors:** If you don't have carbon monoxide detectors, now is a good time to install carbon monoxide detectors that have been approved by Underwriters Laboratory (UL) in your home according to the manufacturer's instructions. If you already have them, check the batteries regularly and replace them according to the manufacturer's instructions.
- 3. Clean or Replace Filters:** Keeping your furnace filters clean and replacing them as recommended by the manufacturer can help your system run more efficiently, improve air quality in your home, and save energy.
- 4. Winter Meter Maintenance:** 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 or your hand. 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).
- 5. Reconnect Service Safely:** If your gas service has been interrupted for any reason, contact New Mexico Gas Company at 1-888-NM-GAS-CO (1-888-664-2726) to reconnect your service safely.
- 6. If You Smell Gas:** If you ever smell gas (rotten eggs) or suspect a leak do not do anything that could create a spark, leave the area immediately and from a safe distance call New Mexico Gas Company at 1-888-NM-GAS-CO (1-888-664-2726) or call 911.



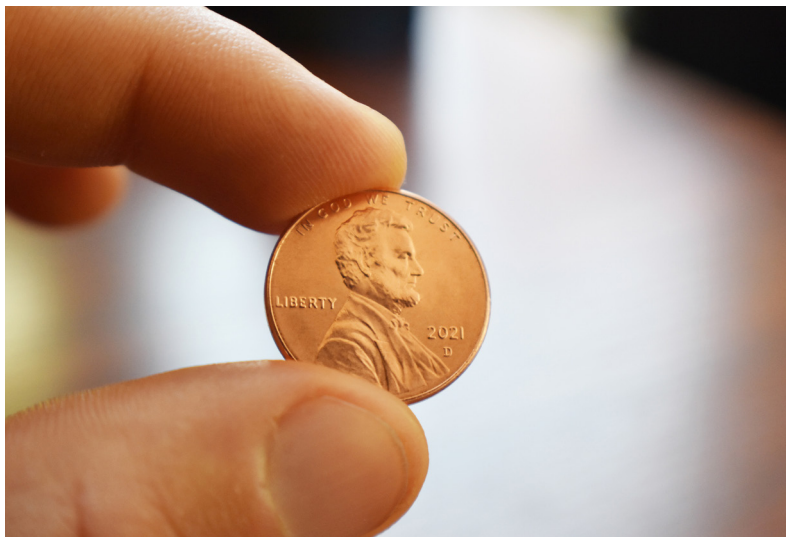
Save Energy

- Set your water heater thermostat to the manufacturer's recommended temperature. The U.S. Department of Energy recommends 120 degrees Fahrenheit. This simple step can help you save energy and reduce your natural gas bill over time.
- Wash laundry in cold water. About 90% of the energy consumed for washing clothes is used to heat the water. Unless your clothes have oily stains, washing with cold or warm water can clean your clothes just as effectively as hot water.
- While newer hot water tank models come pre-insulated, if you have an older tank, consider working with a professional to appropriately insulate your tank, especially if it is located in an unheated space.

NEED HELP WITH YOUR BILL?

If you're having trouble paying your bill, there are programs that can help:

- **HEAT New Mexico:** This program, run by the Salvation Army, helps qualifying families with their natural gas bills.
- **LIHEAP:** Administered by the New Mexico Human Services Department, LIHEAP assists qualifying residents with utility bills.



A LITTLE CHANGE ABOUT CHANGE

The U.S. Department of Treasury is no longer making pennies, so we're making a small change as a result. Starting soon, if exact change is not available when a customer makes a cash payment, the account will reflect the actual payment made, and any credit or debit for the remaining pennies (less than five cents) will be reflected on your next bill. For more information, please call us at 1-888-664-2726.

SEWER LINE SAFETY

Natural gas utilities across the country have discovered locations where gas pipes were inadvertently installed through sewer pipes. This is known as a cross bore. To prevent cross bores, it is critical that you or your contractors call 811 before doing any digging so that public utilities can come out (free of charge) to mark the location of their underground lines. A cross bore through a sewer pipe may cause clogged or leaking sewage. In addition, damage to gas pipes may occur when equipment is used to unclog sewer pipes, which can also lead to a gas leak.

Take immediate action if you encounter any of the following signs when you or your plumber clean out a sewer line with a roter device:

- A natural gas odor at the cleanout or inside the building served by the sewer line, even if it's faint or momentary.
- Bubbles rising through standing water or in the toilet bowl.

If you encounter any of the signs mentioned above, leave the area immediately. From a safe place, immediately call our 24/7 hotline at **1-888-NM-GAS-CO** (1-888-664-2726) or call 911. Do not return to the building until New Mexico Gas Company personnel have given the all-clear.

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 without markup. Current rates are available on our website at https://www.nmgco.com/en/cost_of_gas or by calling **1-888-NM-GAS-CO** (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.

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)

New Mexico 811

Call 811 before you dig

CONNECT WITH US ONLINE

Customer Service Email:

customerservice@nmgco.com

Website

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

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Albuquerque, NM 87199-7500

Payment Address

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Albuquerque, NM 87125-7885