

Natural Gas Pipeline



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SAFETY MESSAGE: WHAT IS AN EXCESS FLOW VALVE?

An excess flow valve is a device that can be installed by NMGC on your home or business natural gas service line - the underground line that runs from the main line to the meter.

Excess Flow Valves (EFV) are designed to restrict natural gas flow when it exceeds prescribed limits, such as when a service line is damaged due to excavation or other similar activity. Excess flow valves are not able to protect against leaks beyond the meter assembly - in other words, on your house piping.

These devices 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.

On existing service lines, it's up to the customer to choose to install an EFV, and installation is performed at the customer's expense. The cost can vary depending on the difficulty of installation. Once installed, there is no additional expense to the customer. Customers may request installation and pricing information by contacting us at **1-888-664-2726**.



GAS METER SAFETY IN COLDER MONTHS

As the weather turns colder, it's important to maintain the area around your gas meter. Gas meters should be kept clear of snow and ice to prevent service interruptions or damage that possibly could lead to a gas leak or malfunction of equipment. If safe to do so, you may gently brush snow or ice from a gas meter with your hand or 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 **1-888-664-2726**.

ENERGY SAVINGS MADE SIMPLE

Your natural gas service is designed to keep life comfortable and worry-free. But energy costs matter, and even small changes can impact your budget.

Saving energy doesn't have to mean big projects. From rebates on energy-efficient upgrades to our free energy and water savings kits, and no-cost services for qualifying customers - there's an option that fits your home, manages costs, and improves comfort year-round.

If you'd like to learn more about what's available today, visit us at www.nmgco.com/en/energy_efficiency.





ASSISTANCE IS AVAILABLE

If you or someone you know has experienced financial hardship, New Mexico Gas Company can help.

We have multiple payment assistance plans available that utilize local resources. And if you're not able to pay the full amount due on your bill, we can get you into a payment plan to keep your account current.

Please call **1-888-664-2726** to ask about assistance or to discuss a payment plan that meets your needs. Our Call Center is open from 7:30 a.m. to 6:00 p.m. every Monday through Friday, and our customer service representatives are ready to help.



BUDGETING MADE EASY

Want to rein in those higher natural gas bills during colder months? Check out Budget Billing! We calculate your annual cost of gas based on your actual gas usage from the previous year, then the cost is spread evenly over the next 12 months, so you pay the same amount each month. For more information, see www.nmgco.com/en/budget_billing 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 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

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Albuquerque, NM 87199-7500

Payment Address

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