

Natural Gas Pipeline New Mexico GAS COMPANY[®] AN EMERA COMPANY



Natural Gas – The Cleaner, Greener Fuel

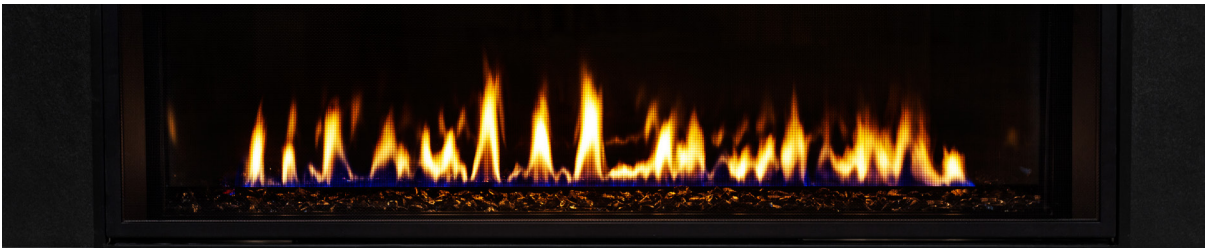
Greater direct use of natural gas for heating and cooling, water heating, cooking and clothes drying can cut carbon emissions nearly in half. That's because natural gas appliances and the network that delivers the energy to your home is extraordinarily efficient.

When you factor in energy use and emissions along the full fuel cycle, households with natural gas versus all-electric appliances produce 37 percent lower greenhouse gas emissions.

Some energy systems convert

natural gas to electricity, but when natural gas is used directly – when it travels straight from the extraction point to our distribution system and into your home – it achieves 92 percent energy efficiency.

Source: American Gas Association



Stay Safe in Snow and Ice

The accumulation of snow and ice increases the potential for damage to natural gas meters, regulators and other above-ground pipeline facilities. Snow and ice should be cleared from exhaust and combustion air vents of natural gas appliances to keep them operating smoothly and prevent carbon monoxide from entering homes and other structures.

Extreme care should be taken when removing ice or snow from such vents: when possible, use a broom instead of a shovel to avoid damage, and never stand or climb on unsafe ground or surfaces to reach vents.

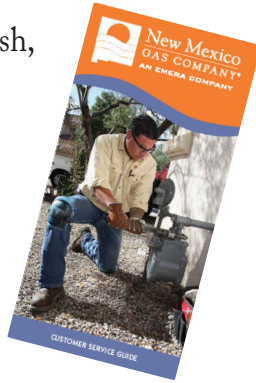
Always remember, if you smell a pungent or rotten egg-like odor in or around your home, in your neighborhood or at work, it may be a natural gas leak. Leave the area immediately and call **911** and New Mexico Gas Company from a safe distance from the area: **1-888-664-2726**.



Customer Service Guide

Our free Customer Service Guide, available in both English and Spanish, provides important information for customers. This guide includes billing information, steps on how to stop and start service, natural gas safety, customer rights and responsibilities and more. The Customer Service Guide can be found on our website at https://www.nmgco.com/Customer_Service_Guide.aspx.

You can also request to have a copy mailed to you by calling **1-888-NM-GAS-CO (1-888-664-2726)** or stop by any NMGC business office to pick up a copy.



How to Contact the NMPRC

Meetings of the New Mexico Public Regulation Commission (NMPRC) are open to the public. Copies of the NMPRC Open Meeting Policy and Notice are available at the NMPRC office (P.E.R.A. Building, 1120 Paseo de Peralta, Santa Fe, NM 87504-1269) or at www.nmprc.state.nm.us/. Copies are also available at New Mexico Gas Company Business Offices. To find an office near you, visit www.nmgco.com, or call us at **1-888-NM-GAS-CO (1-888-664-2726)**.

Connect with US on Social Media

Want to be part of the discussion? Come join us! Like New Mexico Gas Company on Facebook and LinkedIn, subscribe to our YouTube channel and follow **@nmgasco** on Twitter to stay connected and receive the latest news, important safety and energy savings tips, helpful customer service information and much more!



HOW TO REACH US AT NEW MEXICO GAS COMPANY

Para información en español llámenos al **1-888-NM-GAS-CO (1-888-664-2726)** o visite nuestro sitio en línea www.nmgco.com.

For a list of our Business Offices and walk-in locations, please visit www.nmgco.com.

Customer Service E-mail: customerservice@nmgco.com

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)

Web Site: www.nmgco.com

New Mexico 811:
Call 811 before you dig

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 [@nmgasco](https://www.youtube.com/nmgasco)

 [@nmgasco](https://www.linkedin.com/company/nmgasco)

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. The cost of gas is a line item on your bill. The final February cost of gas can be found on this month's bill. Last month's cost of gas was \$0.3287 and last February's cost of gas was \$0.3927. The estimated average home gas use for February is 85 therms, and the estimated average residential gas bill for February is \$67.

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