



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 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 them, now is a good time to have carbon monoxide detectors approved by Underwriters Laboratory (UL) installed in your home. If you already have them, check the batteries regularly and replace them if needed.
- 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, 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.
- 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.



GET REBATES OF UP TO \$1,000 WHEN YOU ADD INSULATION TO YOUR HOME

Adding insulation to your home's attic, roof and crawl space could save you money and improve your home's comfort this winter! Increase your peace of mind while lowering your energy bill by up to 20% and getting rebates of up to \$1,000 from New Mexico Gas Company. Insulation helps retain the heat in your home during the winter and also keeps your home cooler in the summer months. Plus, you'll reduce outdoor noise, control humidity, and prevent pollen, dust and insects from entering your home.

Tiered rebate amounts are available depending on the R-value of your existing insulation.

- **Tier I Attic or Roof Insulation:** Rebate of 40% of the cost, up to \$800
- **Tier II Attic or Roof Insulation:** Rebate of 40% of the cost, up to \$500
- **Crawl Space Insulation:** Rebate up to \$200

The roof or attic is typically the most accessible place to add insulation to improve your home's comfort and energy efficiency. Insulation levels are specified by the R-value, a measure of the insulation's ability to resist heat passing through it. The higher the R-value, the better the insulation performance. We understand that keeping your home and family comfortable during the winter is a priority, and we want to help you stay cozy, save money and increase efficiency. Learn more about insulation rebates and find a participating contractor at nmgcgetrebates.com/insulation-rebates.

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 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)

CONNECT WITH US ONLINE

Customer Service Email:

customerservice@nmgco.com

Website

www.nmgco.com

New Mexico 811

Call 811 before you dig



@nmgasco



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



@nmgasco



@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