

Natural Gas Pipeline



A Natural Choice.

November 2024 | [nmgco.com](https://www.nmgco.com)



HEAT NEW MEXICO – HELP OUR NEIGHBORS STAY WARM

Cold weather will be here soon. When temperatures drop, New Mexico Gas Company's HEAT New Mexico fund will be available to help our low-income customers with their heating bills. HEAT New Mexico is funded from donations from our employees and customers to help New Mexicans in need. New Mexico Gas Company will make a matching contribution of \$1.50 for every dollar donated to HEAT New Mexico this year, up to \$150,000, to help our neighbors during this heating season.

Please consider contributing to help others in your community this winter. Making your tax-deductible donation is easy. Simply make a notation on the payment stub of your NMGC bill and send your donation with your payment or call us to pledge a donation that will be added to your monthly gas bill.

For more information about HEAT New Mexico, contact us at 1-888-NM-GAS-CO (1-888-664-2726) or visit our website, https://www.nmgco.com/en/heat_new_mexico. Your donation will make a difference and help New Mexicans stay warm this winter!



SAFETY MESSAGE: CARBON MONOXIDE ALARMS

Carbon monoxide is an odorless, invisible gas and can come from any fuel-burning appliance that is inadequately vented, poorly maintained, worn or improperly adjusted. To protect yourself and your loved ones from carbon monoxide poisoning, you can use a carbon monoxide alarm. Place these alarms according to manufacturer's instructions and be sure to refresh the batteries throughout the year. Learn more about carbon monoxide safety by visiting our website: https://www.nmgco.com/en/carbon_monoxide_safety.

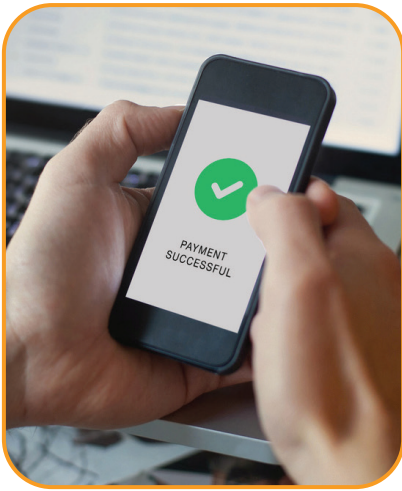


NEED HELP PAYING BILLS? ASSISTANCE IS AVAILABLE

If you need support to pay utility bills, there are several local resources that can help. See if you qualify for assistance at [nmgco.com/en/assistance](https://www.nmgco.com/en/assistance).

PAPERLESS BILLING

Would you like to simplify your life and reduce clutter in your home? Then why not sign up for Paperless Billing? It's easy, environmentally friendly and free.



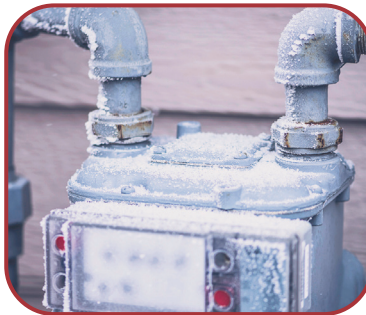
You will receive a monthly email from New Mexico Gas Company notifying you that your bill is ready to view online. With just a click, you will receive the same information as you would find on a paper bill, but it will be in electronic form.

To sign up, visit our website at https://www.nmgco.com/en/go_paperless. You can also sign up by calling us at 1-888-664-2726.

It's secure, easy and free. Go paperless today!

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 carefully and 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-NM-GAS-CO (1-888-664-2726).



THE COST OF GAS

As a regulated utility, NMGC 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)

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



@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