Natural Gas Pipeline

New Mexico GAS COMPANY®

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BUDGET BILLING

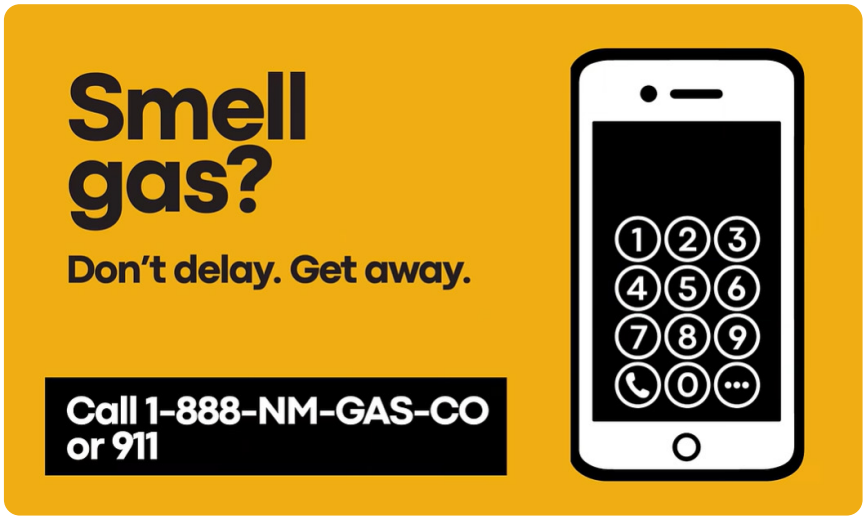
Cold weather is on the horizon. Along with the cold weather you'll likely see your gas usage and your natural gas bills increase. To help our customers avoid month-to-month differences in their natural gas bills, New Mexico Gas Company offers a convenient program called Budget Billing. This program averages your payments throughout the year, so you pay a pre-determined amount each month. The monthly budget billing amount is based on usage history and is reviewed and may be adjusted periodically to help avoid overpayments or underpayments.



To be eligible for Budget Billing, customers must be current in their bill payments. Enrollment is open to eligible customers at any time. Customers also may leave the program at any time and any underpayments or overpayments will be reflected in the next bill statement. To enroll in our Budget Billing program, please call Customer Service at **1-888-664-2726** or visit **https://www.nmgco.com/en/budget_billing**.

HOW TO RECOGNIZE AND WHAT TO DO IF YOU SMELL GAS

Since natural gas is odorless and invisible, as a safety precaution, an odorant is added to give it a rotten egg or sulfur-like odor. This odor is intended to help alert people to the presence of natural gas. You also may be able to recognize a natural gas leak in other ways, including an unusual hissing noise, blowing dirt for no apparent reason, an unusual dry spot in the ground or dead vegetation for no apparent reason, bubbles in standing water, and frozen ground in warm weather.



If you smell natural gas or suspect a gas leak, don't delay – get away!

Get everyone away from the area or out of the building immediately, then from a safe distance, call our 24/7 hotline at 1-888-NM-GAS-CO (1-888- 664-2726) or call 911.

Our hotline is available 24 hours a day every day of the year.



SAFETY

USE A GAS DETECTOR TO HELP DETECT NATURAL GAS

Residential methane detectors, also called gas detectors, are commercially available and are another tool that you may choose to use to assist in detecting the presence of natural gas. Gas detectors listed by the Underwriters Laboratories (UL) can be used as an extra measure of safety for detecting the presence of natural gas. Gas detectors emit a sound when gas is present and do not depend on sense of smell. These alarms must be installed according to the manufacturer's instructions.



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

Facebook.com/NMGasCo

New Mexico Gas Company

@nmgasco

MAILING ADDRESSES

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Albuquerque, NM 87199-7500

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