Natural Gas Pipeline

New Mexico GAS COMPANY®

September 2026 | nmgco.com



STAY WARM AND SAVE MONEY THIS WINTER!



As the colder months approach, ensure your furnace is ready to keep your home warm and cozy. New Mexico Gas Company offers a rebate up to $100 when you have a furnace tune-up performed by a participating furnace tune-up contractor. The process of getting your rebate is simple so you can save money while ensuring your furnace is ready to tackle the winter chill.

Why hire a participating contractor to tune-up your furnace?

Regular maintenance can keep your furnace running efficiently, prevent costly repairs, and extend its lifespan. Benefits include:

- **Big Savings:** helps to prevent expensive breakdowns and save an average of $35 annually on energy bills.
- **Efficient Heating:** enjoy even, comfortable warmth throughout your home.
- **Improved Air Quality:** may aid in the reduction of dust mites, pollen, mold and other allergens.

How to Get Started

1. **Visit nmgcgetrebates.com/heating-rebate**s and choose a participating furnace tune-up contractor through our online tool.
2. Have your participating contractor complete your furnace tune-up and checklist.
3. You or your participating contractor can submit the furnace tune-up rebate application.
4. Receive your rebate 6-8 weeks after submission.

Questions? Call us at **877-501-7835**, 8 a.m. – 5 p.m., Monday through Friday.
Or email us at **info@nmgcgetrebates.com**. Customer is limited to one NMGC tune-up rebate every three years.

HOW TO RECOGNIZE AND WHAT TO DO IF YOU SMELL GAS

Natural gas is a safe and reliable source of energy but knowing how to recognize and respond to possible natural gas leaks is important.

Natural gas is naturally odorless. For safety, a distinctive odor similar to rotten eggs is added to help make leaks easier to detect.

You may notice signs of a natural gas leak by:

- Smell: A strong odor like rotten eggs
- Sound: An unusual hissing or roaring sound near a natural gas line or appliance
- Sight: Blowing dirt, bubbling water, dead or discolored vegetation or other unusual conditions near a gas line.



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.

CONNECT WITH US!

Like, follow and subscribe to our **Facebook**, **Instagram, LinkedIn** and **YouTube** platforms **@nmgasco** to always stay on top of important safety tips, advice on energy savings and helpful customer service information.

CALL 811 BEFORE YOU DIG - EVERY TIME

At New Mexico Gas Company, your safety is our top priority. Fall may mean cooler weather, but outdoor projects are not over yet. If your plans include digging, remember to contact New Mexico 811 before you dig.

Whether you're planting a tree, installing a new fence, repairing irrigation or tackling another project that requires digging, underground utility lines may be closer to the surface than you think.

Call 811 at least three working days before you dig to request that underground utilities be marked. New Mexico Gas Company will mark its natural gas lines up to the gas meter at no cost to you.

Calling 811 helps protect you, your neighbors, and underground utility infrastructure.

Always know what's below. Call 811 before you dig.

Visit **www.nmgco.com** and click Safety for details about these and other safety topics.

YOUR ACCOUNT EXPERIENCE IS GETTING AN UPGRADE!

Stay tuned for a new portal designed to make managing your NMGC account easier. Track monthly usage, sign up for account notifications, access bill history, and more, all in one convenient place.



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 **www.nmgco.com/en/assistance**.



THE COST OF GAS

As a regulated utility, New Mexico Gas Company does not make 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 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

New Mexico Gas Company

@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