

# Natural Gas Pipeline

April 2024 | [nmgco.com](http://nmgco.com)



## APRIL IS NATIONAL SAFE DIGGING MONTH TO KEEP YOU SAFE, CALL THIS NUMBER BEFORE YOU DIG: 811

Before you grab your shovel, there's an important call you need to make: 811. It's a FREE service that can help keep you and your neighbors safe. Call 811 three days before you dig and utilities will come out free of charge to mark their underground lines. New Mexico Gas Company is one of the utilities that will mark its lines up to the meter. Contact 811 by phone or online.

There are two ways to request a utility to mark its lines:

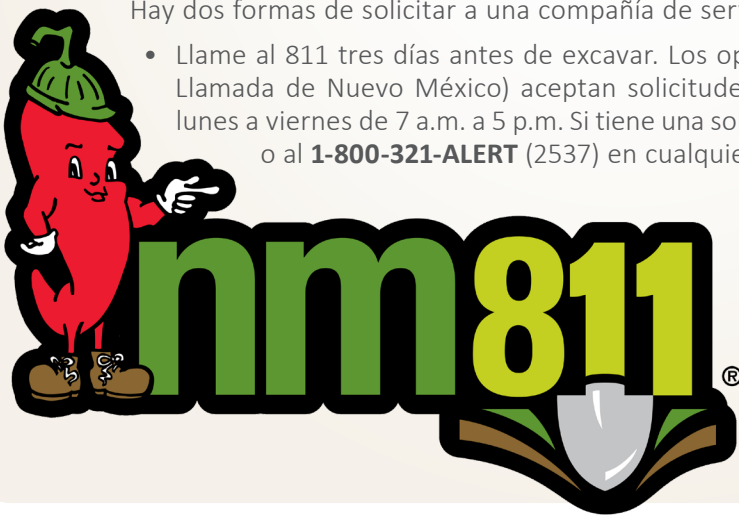
- Call 811 three days before you dig. New Mexico One Call operators take routine line location requests weekdays from 7 a.m. to 5 p.m. If you have an emergency request, you can call 811 or **1-800-321-ALERT** (2537) at any time 24 hours a day.
- Make a request online at **NM811.org** three days before you dig. You may also submit a request 24 hours a day by using New Mexico One Call's web portal to fill out an online request form. Your request will be processed the following business day.

## ABRIL ES EL MES NACIONAL DE EXCAVACIÓN SEGURA PARA MANTENERSE SEGURO, LLAME A ESTE NÚMERO ANTES DE EXCAVAR: 811

Antes de agarrar su pala, hay una llamada importante que debe hacer: 811. Es un servicio GRATUITO que puede ayudar a mantener a usted y sus vecinos seguros. Llame al 811 tres días antes de excavar y las compañías de servicios públicos saldrán gratis para marcar sus líneas subterráneas. New Mexico Gas Company es una de las compañías que marcará sus líneas hasta el medidor. Comuníquese con el 811 por teléfono o en línea.

Hay dos formas de solicitar a una compañía de servicios públicos que marque sus líneas:

- Llame al 811 tres días antes de excavar. Los operadores de New Mexico One Call (Una Llamada de Nuevo México) aceptan solicitudes de localización de líneas de rutina de lunes a viernes de 7 a.m. a 5 p.m. Si tiene una solicitud de emergencia, puede llamar al 811 o al **1-800-321-ALERT** (2537) en cualquier momento las 24 horas del día.
- Haga una solicitud en línea en **NM811.org** tres días antes de excavar. También puede enviar una solicitud las 24 horas del día utilizando el portal web de New Mexico One Call para completar un formulario de solicitud en línea. Su solicitud será procesada el siguiente día hábil.



## 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](http://nmgco.com/en/assistance).

## DON'T LET YOUR MONEY GO DOWN THE DRAIN

With high-efficiency products, you can enjoy the same temperature, comfort and water pressure while using 40% less hot water. New Mexico Gas Company residential customers can request one free high efficiency showerhead and water savings kit per household here:

[www.nmgcfreeshowerhead.com](http://www.nmgcfreeshowerhead.com).



## NATIVE AMERICAN SCHOLARSHIP PROGRAM

The Native American Scholarship Program (NASP) provides financial assistance to support post-secondary education for Native American students. New Mexico Gas Company's scholarship supports Native American students in New Mexico who demonstrate a desire to engage in their future through continuing education.

The program assists students in pursuit of an associate, bachelor's, or master's degree, certification from a trade school or specialized technical training associated with a license or certificate. The allowance for trade school and technical training assistance sets this program apart from more traditional scholarship programs. We recognize that in today's workforce, there is a need for trade school and technically trained personnel as well as those with conventional degrees.

Twenty (20) initial or renewal scholarships of \$3,000 will be awarded in 2024. Applications for this year's scholarships will be accepted beginning April 1, 2024. The application deadline is May 3, 2024. All applicants will be notified of the award decisions by the end of May. Presentation of the awards will be made by the NASP committee at a date to be determined.

Email questions to [nasp@nmgco.com](mailto:nasp@nmgco.com).

## 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. Current rates are available on our website at [nmgco.com/en/cost\\_of\\_gas](http://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](http://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](http://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](mailto:customerservice@nmgco.com)

### Website

[www.nmgco.com](http://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