

# Natural Gas Pipeline



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## START SAVING ENERGY, WATER AND MONEY TODAY

### Request your FREE Energy and Water Savings Kit

Don't let energy and money slip under the door or go down the drain. With the high efficiency products in the FREE Energy and Water Savings Kit you enjoy the same temperature, comfort, and water pressure. Plus, you'll reduce energy losses due to air leakage and use 40% less hot water. The free kit includes easy-to-install products that help to seal your home and conserve water. With this kit, you could save up to 75,000 gallons of water and \$150 on your natural gas bill over the lifetime of the products.

Kits are available at no cost to residential customers who receive natural gas service from New Mexico Gas Company. Limit one per household, once per 10-year life of the product. Please note quantities are limited and provided on a first-come, first-served basis.



#### What's included in your FREE Energy and Water Savings Kit?

- Door Sweep: Seal gaps between the bottom of doors and thresholds.
- Weatherstripping: Reduce energy loss due to air leakage along window and door openings.
- Up to two high efficiency showerheads with three spray settings: These showerheads, which include wide coverage and a soft massage spray, allow you to use less water without compromising performance.
- Three high efficiency faucet aerators: These simple screw-in aerators reduce water use in your sinks while providing the pressure you need to wash.
- One roll of plumber's tape: This will help thread the pipe to the fitting.
- Installation instructions: Provided in both English and Spanish.

To request your free energy and water savings kit from New Mexico Gas Company and start saving today, visit: [nmgcfreeshowerhead.com](http://nmgcfreeshowerhead.com)

## WHO MAINTAINS YOUR GAS LINES?

At New Mexico Gas Company, your safety is our top priority. Should you need to dig or excavate, dial 811 at least three days before to request utilities mark their lines. NMGC is responsible for maintaining our gas lines up to the meter. Our responsibility ends at the meter. Any gas lines on the other side of our meter - such as the gas lines in your yard, home or building - are the responsibility of the property owner and should be inspected, maintained and repaired only by trained professionals. Regular inspections by a licensed plumber or heating contractor are crucial to check for corrosion and leaks. Any issues found must be promptly fixed. In addition to calling 811, before beginning any digging project you should also ensure a professional locates your gas lines beyond the meter and you should always dig carefully. If you are a tenant, please contact your landlord. For further details on gas line safety and upkeep, visit [nmgco.com](http://nmgco.com) or contact us at 1-888-NM-GAS-CO (1-888-664-2726).



## USE A GAS DETECTOR TO HELP DETECT NATURAL GAS

Residential methane detectors, also called gas detectors, are commercially available and are another tool that may 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.



## COMING SOON! NEW, EASIER WAYS TO PAY YOUR BILL.

We're adding new options to make paying your bill more convenient, wherever you are. What you can look forward to:

- PayPal, PayPal Credit, Venmo, Apple Pay, and Google Pay digital wallets
- Visa, Mastercard, Discover, and American Express debit and credit cards
- Set-it-and-forget-it autopay and 24-hour interactive voice response

Want to learn more? Call us at **1-888-664-2726** or visit [www.nmgco.com/en/pay\\_my\\_bill](http://www.nmgco.com/en/pay_my_bill).

## CONNECT WITH US!

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

## 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 [www.nmgco.com/en/cost\\_of\\_gas](http://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](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



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[@nmgasco](https://www.instagram.com/@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