

# Natural Gas Pipeline



A Natural Choice.

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## STAY SAFE FROM SCAMMERS!

Scammers can strike anytime, especially during the holidays. During an interaction, if you suspect someone is pretending to be a New Mexico Gas Company employee, call us at 1-888-664-2726. We will tell you if we are trying to contact you and we can confirm our employee's identity.

If your balance is past due, you may get a call from one of our customer service representatives offering to take payment over the phone from either a checking or savings account. You can confirm the call by asking for information about your account, such as your address or your account number. If at any time you become suspicious of the caller, hang up and call us at 1-888-664-2726 to discuss the details of your account and any balance that may be due.

Here are some tips on how to stay safe from scammers:

- Be cautious with third-party bill payment websites.
- Be careful about trying to pay your bill through a third-party bill payment website that is not your bank or through our affiliation with Speedpay Inc., accessed directly through the password protected "Manage My Account" section of [NMGCO.com](http://NMGCO.com).
- All NMGC employees are required to carry photo identification cards. If someone claiming to be an NMGC employee visits your home or business, you can request to see an ID badge or call us to verify their identity.



## USE YOUR SENSES TO STAY SAFE.

New Mexico Gas Company provides safe and reliable natural gas service to your home and business. Our experienced engineering and operations teams carry out comprehensive programs for the safe design, construction, and operation of our pipelines, and they conduct regular inspections. You also play a key role in natural gas safety. Use your eyes, ears, and nose to stay alert to potential dangers.

Recognizing a natural gas leak

- **LOOK** - Do you see dirt blowing in the air near a natural gas pipeline? This could be a sign of a leak.
- **LISTEN** - Listen for a hissing or roaring sound. This may be an indication of a leak.
- **SMELL** - An additive is used to give natural gas its very distinct odor - rotten eggs. This pungent smell is a warning sign of a possible leak.
- **CALL** - If you suspect a natural gas pipeline leak, leave the area immediately and call us at **1-888-NM-GAS-CO** (1-888-664-2726) or **call 911**.



## 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).

## NEED SOME BALANCE IN YOUR LIFE? TRY BUDGET BILLING!

There's an easy and convenient way to pay your monthly natural gas bill. Sign up for budget billing!

Under this program, your gas usage is averaged over 12 months, so you'll pay the same amount each month of the year. This makes budgeting easy, and it reduces the size of your bills during the winter heating season.

You can sign up quickly and easily at [nmgco.com/en/budget\\_billing](http://nmgco.com/en/budget_billing), by calling us at **1-888-664-2726** or visiting any of our 22 walk-in payment center offices.

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

## DO YOU HAVE THE ROTARY PHONE OF THERMOSTATS?

Antiques are priceless. But saving never goes out of style. Upgrade your thermostat and get a rebate on qualifying ENERGY STAR® smart thermostats. If you missed out on the hottest Black Friday deals, you can still take advantage of rebates and discounts through the holiday season while supplies last - so don't miss your chance!



After you install your smart thermostat, you can also complete a short survey for a chance at \$200. Simply share the brand and model of your smart thermostat along with your contact information. Visit [nmgcgetrebates.com/smart-thermostat](http://nmgcgetrebates.com/smart-thermostat), or scan the QR code to get started today.



## DISCOVER YOUR SAVINGS POTENTIAL!

Take our short survey to see how your home scores with energy efficiency! The Home Energy Analyzer shows how you can save money and energy in your home. It takes less than five minutes and there's no signup required. You'll get an energy ranking, savings estimate and upgrade recommendations. Take the survey here: [nmgco.com/en/energy\\_efficiency](http://nmgco.com/en/energy_efficiency).



## 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](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



@nmgasco



[Facebook.com/NMGasCo](https://www.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