

# Natural Gas Pipeline



A Natural Choice.

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## NEW MEXICO GAS COMPANY ENERGY EFFICIENCY PROGRAMS

New Mexico Gas Company has developed various Energy Efficiency programs for income-qualified customers. These programs offer energy efficiency measures installed by third-party contractors such as carbon monoxide detectors, attic insulation, air sealing of doors and windows, duct sealing, high-efficiency faucet aerators and showerheads and programmable thermostats, all helping to make homes more energy efficient, reduce energy use and to help save money on utility bills.

**Here are some of our Energy Efficiency programs for income-qualified customers:**

### Community Energy Efficiency Program

This program supports community organizations working to reduce the energy burden of income-qualified customers. The program provides no-cost natural gas energy efficiency services to help residents save energy and money.

### EnergySmart Program

Since 2009, we have partnered with Housing New Mexico (formerly MFA) to help income-qualified residents save money on utility bills by making their homes more energy efficient with the installation of weatherization measures.

### Native American Energy Efficiency Program

Since 2018, our Native American Energy Efficiency Program has provided free weatherization services to over 600 customers across 13 tribal communities, working directly with housing authorities and leaders to identify residents who would benefit from the program.

### Manufactured Home Communities Energy Efficiency Program

Manufactured homes often consume more energy than site-built homes of equal size and age. We designed a program specific to manufactured housing, helping residents and management of mobile home communities by delivering comprehensive residential energy efficiency services.

For more information on any of these programs and other NMGC Energy Efficiency offerings such as rebates and business programs, please visit the Energy Efficiency and Rebates page at [www.nmgco.com/en/energy\\_efficiency](http://www.nmgco.com/en/energy_efficiency).



A contractor measures air leaks in a home using a blower door test. This diagnostic tool measures how much air is leaking in or out of a home, and reveals areas where air sealing will help make a home more energy efficient.

## NEED HELP PAYING BILLS? ASSISTANCE IS AVAILABLE

If you've experienced financial hardship and 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](http://www.nmgco.com/en/assistance)



## NATIVE AMERICAN SCHOLARSHIP PROGRAM

New Mexico Gas Company's Native American Scholarship Program (NASP) application period opens March 31 and runs through May 2. NASP provides funds to students in traditional associate, bachelor's and master's degree programs, as well as certification from trade schools or specialized technical training. Learn more and apply: [www.nmgco.com/en/native\\_american\\_scholarship\\_program](http://www.nmgco.com/en/native_american_scholarship_program)



## SAFETY MESSAGE: WATER HEATER SETTINGS

Did you know that hot water is a leading cause of scald burns and admissions to hospital burn units? It is recommended by the U.S. Department of Energy to set the temperature on your hot water heater thermostat to 120 degrees

Fahrenheit. In addition to reducing the risk of injury, this setting also uses less natural gas and helps you save money.



## 'HELPING HEROES' SUPPORTS VOLUNTEER FIRST RESPONDERS ACROSS NEW MEXICO

Have you heard about Helping Heroes? The new program is not funded by customers and provides financial support to volunteer first responder organizations in communities across New Mexico. Visit the [In Your Community](#) page at [nmgco.com](http://nmgco.com) for more information.

## THE COST OF GAS

As a regulated utility, New Mexico Gas Company does not make a profit on the natural gas purchased on behalf of 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



@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