

# Natural Gas Pipeline



## **NEW MEXICO GAS COMPANY ENERGY EFFICIENCY PROGRAMS**

### **Partnering to Reduce the Burden for the Most Vulnerable New Mexicans**

New Mexico Gas Company recognizes our responsibility to operate in a manner benefitting all our customers, including those most impacted by their energy burden (or the portion of their gross household income spent on energy costs). To support our state's most vulnerable communities, New Mexico Gas Company has partnered with the New Mexico Mortgage Finance Authority (MFA) and EnergyWorks and has developed various Energy Efficiency programs. These programs offer weatherization services to qualifying customers to help make their homes more energy efficient, help reduce their energy use, and to help save money on utility bills – at no cost to the customer.

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

##### ***Community Energy Efficiency Program***

This program supports the efforts of community organizations working to reduce the energy burden of income-qualified customers, leveraging funds and grants to maximize the help we can offer. The program provides no-cost natural gas energy efficiency services to help residents save energy and money.

##### ***EnergySmart Program***

As part of the U.S. Department of Energy's Weatherization Assistance Program, since 2009 we have partnered with MFA to help income-qualified residents save money on utility bills by making their homes more energy efficient. Homeowners and renters who qualify may receive up to \$6,000 in weatherization services.

##### ***Native American Energy Efficiency Program***

Working with housing authorities and tribal leaders, this program has provided free weatherization services to over 400 customers across 10 tribal communities throughout our state.



## **MANUFACTURED HOMES COMMUNITY ENERGY EFFICIENCY PROGRAM**

Are you the manager or owner of a mobile home community that provides natural gas service through New Mexico Gas Company? We have a new program that could assist your tenants.



Under this program, our program vendor, EnergyWorks, works with residents and management to coordinate a community-based program to deliver no-cost, comprehensive residential energy efficiency services.

For information on the Manufactured Home Communities Program, contact EnergyWorks at **855-524-2300**.



## WATER HEATER SAFETY

Colder weather may prompt people to increase the set temperature of their water heater. Hot water is the 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 water heater thermostat to 120 degrees Fahrenheit. This setting also uses less natural gas and helps you save money.

## PAPERLESS BILLING

Would you like to simplify your life and reduce clutter in your home? Then why not sign up for Paperless Billing? It's easy, environmentally friendly, and free.

With paperless billing, you will receive a monthly email from New Mexico Gas Company notifying you that your bill is ready to view online. After just a click, you will receive the same information as you would find on a paper bill, but it will be in electronic form.

To sign up, visit our website at [nmgco.com/en/go\\_paperless](http://nmgco.com/en/go_paperless). You can also sign up by calling us at **1-888-664-2726**.

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



## 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