

Natural Gas Pipeline



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 the 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.
- 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 his or her 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 experts 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), then call 911.

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, or by calling us at 1-888-664-2726 or visiting any of our 22 walk-in payment center offices.

THE DANGERS OF CARBON MONOXIDE

According to the Center for Disease Control and Prevention, carbon monoxide (CO) poisoning is responsible for approximately 450 deaths and 21,000 emergency room visits each year, and is a leading cause of unintentional poisoning deaths in the United States. Nearly half of the deaths occur in the cold months of December, January and February, as furnaces are put into heavy use.

Carbon monoxide is a colorless, odorless, nonirritating gas created by the burning of fuel in furnaces, cars and trucks, generators, gas and propane heaters, wood stoves, gas stoves, fireplaces, tobacco smoke and other fires. The most common location of exposures causing poisoning is in homes from breathing in elevated levels of CO caused by malfunctioning appliances.



Symptoms of CO poisoning commonly include headache, dizziness, weakness, vomiting, chest pain and confusion. Large exposures can result in loss of consciousness, arrhythmias, seizures, or death.

Carbon monoxide detectors are the only reliable way to detect gas. Purchase detectors for your home and install them according to the manufacturer's instructions, using fresh batteries.



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 sign-up or personal information required. You'll get an energy ranking, savings estimate and upgrade recommendations. Take the survey here: nmgco.com/en/energy_efficiency.

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 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.

Para información en español llámenos al 1-888-NM-GAS-CO (1-888-664-2726) o visite nuestro sitio en línea 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


Website
www.nmgco.com

New Mexico 811
Call 811 before you dig

 @nmgasco

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

 @nmgasco

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MAILING ADDRESSES

Correspondence Address
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PO Box 97500
Albuquerque, NM 87199-7500

Payment Address
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Albuquerque, NM 87125-7885