

# Natural Gas Pipeline



A Natural Choice.

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## STAY WARM AND SAVE MONEY THIS WINTER!

### Request your FREE Energy and Water Savings Kit

As the colder months approach, ensure your furnace is ready to keep your home warm and cozy. New Mexico Gas Company offers an \$85 rebate when you have a furnace tune-up performed by a participating furnace tune-up contractor. The process to get your rebate is simple so you can save money while ensuring your furnace is ready to tackle the winter chill.



### Why hire a participating contractor to tune-up your furnace?

Regular maintenance can keep your furnace running efficiently, prevent costly repairs, and extend its lifespan. Benefits include:

- **Big Savings:** Helps to prevent expensive breakdowns and save an average of \$35 annually on energy bills.
- **Efficient Heating:** Enjoy even, comfortable warmth throughout your home.
- **Improved Air Quality:** May aid in the reduction of dust mites, pollen, mold, and other allergens.

### How to Get Started

1. **Choose a participating furnace tune-up contractor:** Select from a list of participating professionals.
2. **Schedule your Tune-Up:** Contact your chosen contractor to book an appointment.
3. **Prepare for the visit:** Make a list of any questions you have about your heating system and ensure the area around your furnace is accessible.

Don't wait! Schedule your furnace tune-up today! Visit [nmgcgetrebates.com/tune-up](http://nmgcgetrebates.com/tune-up) to get started. This rebate offer is good through December 2024.

## CUSTOMER INFORMATION SYSTEM UPGRADES COMING SOON!

This fall, New Mexico Gas Company will launch important new updates to our customer information system. Customers should anticipate temporary closures of the Call Center and Walk-In Offices, and slight modifications to the billing format. Following the upgrade, customers may experience slightly longer hold times immediately following the launch as the new system is fully implemented. NMGC team members are always available to respond to emergencies and this will not be impacted. Customers should report any gas leaks by calling **(888) 664-2726** or 911. Please see your upcoming bills or visit [nmgco.com](http://nmgco.com) for additional information.



## 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).



## GAS PIPELINE SAFETY

New Mexico Gas Company maintains more than 12,000 miles of natural gas pipelines across New Mexico. According to the U.S. Department of Transportation, pipelines are the safest, most environmentally friendly and most efficient and reliable mode of transporting natural gas.

Here are some tips to help you stay safe:

**Call Before You Dig.** Call 811 at least three working days before you start a project that requires digging. New Mexico Gas Company will mark its gas lines up to the gas meter at no cost to you.

**Recognizing A Gas Leak.** There are several ways to recognize a gas leak, including an unusual hissing noise, a rotten egg smell, blowing dirt, bubbles appearing in still water, unusual dry spots on the ground or dead vegetation - all for no apparent reason.

**What To Do If There's A Gas Leak.** Leave the area immediately and, from a safe distance, call New Mexico Gas Company at **1-888-NM-GAS-CO (1-888-664-2726)** any time of the day or night or call 911.

**Hazards.** Natural gas doesn't explode on its own, but it will ignite if there is a source of ignition such as a flame or spark. Striking a natural gas line could result in an ignition. That is why it is critical for your safety that you call 811 before you dig.

For information, visit [www.nmgco.com](http://www.nmgco.com) and click Safety for details about these and other safety topics.

## SEGURIDAD DE LOS GASODUCTOS

New Mexico Gas Company mantiene más de 12,000 millas de gasoductos de gas natural a través de Nuevo México. Según el Departamento de Transporte de los Estados Unidos, los gasoductos son el modo más seguro, más ecológico y más eficiente y confiable de transportar gas natural.

Aquí hay algunos consejos para ayudarlo a mantenerse seguro:

**Llame antes de excavar.** Llame al 811 por lo menos tres días hábiles antes de comenzar un proyecto que requiere excavación. New Mexico Gas Company marcará sus líneas de gas hasta el medidor de gas sin costo para usted.

**Reconociendo una fuga de gas.** Hay varias formas de reconocer una fuga de gas, incluyendo un ruido silbido inusual, un olor a huevo podrido, tierra que está soplando, burbujas que aparecen en agua estancada, lugares secos inusuales en el suelo o vegetación muerta - todo sin razón aparente.

**Que hacer si hay una fuga de gas.** Salgase del área inmediatamente y, desde una distancia segura, llame a New Mexico Gas Company al **1-888-NM-GAS-CO (1-888-664-2726)** en cualquier tiempo del día o de la noche o llame al 911.

**Peligros.** El gas natural no explota por sí mismo, pero se encenderá si hay una fuente de ignición como una llama o una chispa. Golpear una línea de gas natural podría provocar un incendio. Por eso es crítico para su seguridad que llame al 811 antes de excavar.

Para obtener información, visite [www.nmgco.com](http://www.nmgco.com) y haga clic en Safety para detalles sobre estos y otros temas de seguridad.

## 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