

2007-2008 Winter Heating Season
Help for PNM Natural Gas Customers

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<p>LIHEAP <i>(Low-Income Home Energy Assistance Program)</i></p> <p>Oct. 1</p>	<ul style="list-style-type: none"> ▪ Federally funded program that provides help with utility bills to income-qualified households. The New Mexico Human Services Department (HSD) can determine if a customer qualifies. ▪ Eligibility is determined by factors that include income, number of people and ages of those living in the home. (Up to 150 percent of the federal poverty level.) Contact HSD at (800) 283-4465 for information.
<p>Utility Shut-off Protection for Income-qualified Households</p> <p>Nov. 15 - March 15</p>	<ul style="list-style-type: none"> ▪ Income qualifications are the same as for LIHEAP and are determined by HSD. ▪ PNM customers should contact PNM. PNM can make a referral to HSD who will then determine if the customer qualifies for protection and notify PNM.
<p>PNM Good Neighbor Fund</p> <p>Dec. 1 - March 31</p>	<ul style="list-style-type: none"> ▪ Donations from PNM customers, employees and its shareholders provide funds to help with winter utility bills. ▪ Assistance is a one-time grant that will range from \$80 for customers who also receive LIHEAP assistance, and \$180 for others. The Salvation Army administers the program. Additional information will be available in the coming weeks.
<p>PNM Medical Certification Program</p>	<p>If someone living in the home is seriously or chronically ill, a PNM customer may be able to avoid disconnection if they provide PNM with all of the following:</p> <ul style="list-style-type: none"> ▪ A PNM Medical Certification form (<i>valid for 90 days</i>) signed by a licensed physician, physician's assistant, osteopathic physician, and osteopathic physician's assistant or certified nurse practitioner stating that the disconnection might endanger the seriously ill person's health or life. ▪ A PNM Financial Certification form (<i>valid for 90 days</i>) stating that the customer qualifies for financial assistance as determined by the New Mexico Human Services Department or other organizations providing charitable assistance, or a copy of the customer's current Medicaid Eligibility identification. ▪ A payment plan.
<p>Weatherization</p>	<ul style="list-style-type: none"> ▪ Income-qualified households may be eligible to receive no-cost weatherization assistance that could substantially reduce energy bills through the Weatherization Assistance Program, a program funded by the U.S. Department of Energy, the State of New Mexico and PNM. The program includes an energy audit and weatherization measures that typically include weather-stripping, caulking and furnace tune-up or repair. For more

Weatherization (cont.)	information contact: <u>Central NM:</u> Central New Mexico Housing Corporation (505) 345-4949 <u>Northern NM:</u> Los Amigos Educational Resource Center (505) 983-7743 <u>Eastern NM:</u> Eastern Plains Council of Governments (505) 762-4505 <u>Southern NM:</u> Community Action Agency of Southern New Mexico (505) 523-1639
Budget Billing and Payment Plans	<ul style="list-style-type: none"> ▪ Budget billing allows customers to spread their energy costs evenly throughout the year, providing predictable natural gas bills the year-round. The amount paid is based on average use and is adjusted annually to prevent overpayment or underpayment. ▪ Customers who are behind on their bills should contact PNM to discuss payment plans, billing options that best fit the customer's situation and the assistance that may be available.

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