



## FACT SHEET

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### **PNM Electric Rate Case: Bill and Energy Management Assistance for Low Income and Other PNM Electric Customers**

#### **Electric Energy Efficiency Programs**

PNM offers a variety of energy efficiency programs to help customers reduce their energy usage and ultimately their energy bills. In September 2008, PNM requested regulatory approval to increase the amount of funding for this program and add several new low-income energy efficiency programs, including a refrigerator replacement program and Energy Wise weatherization kits. The expanded energy efficiency programs would increase annual energy savings of existing programs by 100 percent. These programs are expected to be available to customers in mid 2009.

#### **Low Income Weatherization**

Each year, hundreds of PNM employees and their guests work to weatherize more than 100 homes of low-income seniors throughout New Mexico. Follow-up evaluation has shown that these customers experience a savings of more than \$50 per month off their utility bills during the coldest winter months – and also save money during the summer.

#### **Energy Fairs**

In 2008, PNM initiated a series of energy fairs throughout its service territory, including in the downtown and South Valley areas of Albuquerque. At the fairs, customers have the opportunity to get free weatherization supplies, enroll in PNM billing management programs, sign up for the Low Income Home Energy Assistance Program (LIHEAP) and food stamps, and learn about additional ways to save on their energy bills. PNM is continuing these fairs, which already have benefited hundreds of customers.

#### **External Advisory Group**

PNM hosts an external advisory group of several key nonprofit organizations that serve low-income residents. The working group allows PNM to share critical company information that impacts low income customers as well as receive feedback on decisions that impact these customers. Since meeting with this group, PNM has created a specific marketing piece that provides information on PNM programs and other assistance programs to help low income customers.

#### **Good Neighbor Fund**

The PNM Good Neighbor Fund, in existence since 1983, was established to assist people who are financially unable to pay their basic household energy bill and who have exhausted or are working to get assistance from other sources. The fund, administered by the Salvation Army of New Mexico and funded by PNM employees, customers and shareholders, provides energy assistance to more than 5,000 PNM customer households throughout the state.

## **PNM Bill Management Programs**

PNM has several bill management programs that can help customers with the challenge of rising energy bills. Budget Billing allows customers to pay the same amount on their PNM bill each month, removing month-to-month fluctuations caused by changing weather, changing usage and other factors. If customers are having difficulty paying an outstanding bill, they may be eligible for a payment plan or payment extension under certain circumstances.

## **Reduce Your Use Grants**

In 2008, the PNM Fund introduced Reduce Your Use Grants, new \$2,500 grants to support efforts by nonprofit organizations to use less energy. Reduce Your Use Grants help nonprofits in communities served by PNM to stretch their budgets by funding energy-saving projects. Implementing energy efficiency measures allow organizations to lower energy costs and put more dollars directly into mission-based programs. In 2008, PNM awarded 72 grants to nonprofits across New Mexico. This program is being expanded in 2009 to offer grants up to \$5,000 with a total of \$200,000 available for nonprofits in PNM's service area.

## **Other Energy Assistance**

PNM works with state agencies and several nonprofits to identify ways to reach customers that need energy assistance. For example, a partnership between PNM and the Association of Community Organizers for Reform Now (ACORN) helps identify and qualify hard-to-reach low-income customers for LIHEAP assistance. In 2009, PNM will be offering training to low income service agencies on basic weatherization and energy efficiency practices to help them educate their constituents.

## **Other Assistance That Reaches Low Income Populations**

PNM Resources, through its corporate giving and the PNM Resources Foundation, continues to support efforts in the communities it serves. The Foundation has taken a leading role in helping our state address one of its biggest challenges – hunger, initially contributing more than \$300,000 and raising more than \$1 million to help fund the New Mexico Plan to End Hunger.