

2021 PNM distribution pole audit FAQs

1. What is the purpose of this audit?

PNM will be conducting an audit on all the PNM-owned distribution power poles throughout our service area. PNM has hired TechServ, who will be performing the physical field audit of every PNM owned distribution pole. The information gathered during this audit will help PNM determine how many joint use attachments are on each pole, whether there are any unauthorized attachments on any of our poles and identify any potential safety or maintenance concerns.

2. What does “joint use” mean?

PNM structures, which include distribution and transmission, can be made available for joint use attachments with equipment for wireline and wireless, from telephone, cable and Internet service providers. PNM complies with all federal, local, NESC, and OSHA requirements. All companies interested in attaching a service to a PNM pole must complete an executed Master License Agreement with PNM prior to making any type of attachment. For more information visit PNM.com/joint-use

3. How long will this audit be going on?

The audit is scheduled to start in March of 2021 and continue through October 2021.

4. How many distribution power poles does PNM own?

PNM owns approximately 227,415 distribution poles throughout our service area.

5. Why is this audit necessary? What will it accomplish?

This audit will help PNM confirm the number of joint use attachments we have on each pole and identify any unauthorized attachments, to ensure the poles are in compliance. This audit will also assist us in identifying any potential safety or maintenance concerns that we need to explore, in order for us to maintain the delivery of safe, reliable power to customers.

6. Where are these poles located?

Power poles are located all over the PNM service area in New Mexico, including remote areas, residential neighborhoods, commercial business areas, and everything in between. These poles help carry power to the neighborhoods in which they serve and are an important part of PNM being able to provide customers with safe, reliable power.

7. Does this mean you will need access to my home/yard/property?

There are many PNM poles that are in or near customer’s backyard or alley ways behind homes. In this case, the inspectors may require the ability to enter a customer’s property to

obtain pole attachment information if necessary. Contact information can be found on PNM.com/2021PoleAudit

8. Will PNM give me notice before coming onto my property?

No, PNM will not give notice, because we may not know the exact day that the inspectors will be in your neighborhood. The contract auditors will have a signed PNM letter that they will always have with them to show customers that they do have permission to inspect the pole in their property. Door hangers may also be used in some areas to notify customers.

9. If PNM needs access to my property during this audit, how can I help?

If PNM has notified you that we are expecting to be on your property, there are a few things you can do to help make this audit as safe and streamlined as it can be for the inspectors. If you have dogs, please make sure to keep them inside your home and/or away from the area on your property where our pole is located. Even the nicest dogs can be aggressive when a stranger comes onto its owner's property. We would also appreciate it if you could take a few minutes to look at the area around the pole on your property and assure that the inspectors have safe and unobstructed access. Contact information can be found on PNM.com/2021PoleAudit

10. What if I refuse to allow PNM access to their pole(s) on my property?

PNM has a right to access all structures and equipment that is used to deliver power to customers. If you refuse access to our equipment, you may be contacted by a PNM field coordinator so they can further explain the need that we have to access our structure on your property.

11. When will the audit team be in my neighborhood?

TechServ is tentatively scheduled to begin the audit on behalf of PNM with a pilot program starting in March within the area between Montgomery to Candelaria, and San Mateo to I-40 in Albuquerque. The inspectors will then work in Southern New Mexico, then Northern New Mexico, and finish up in the Albuquerque Metro area, in that order. The entire audit is expected to run from March to October 2021.

Schedule (may be subject to change)

Pilot area: begins March 15, 2021 (estimated to take around 1 week)

Southern NM: March 25 – May 2021 (estimated to take around 11 weeks)

Northern NM: June 2021 (estimated to take around 5 weeks)

Albuquerque Metro: July – October 2021 (estimated to take around 20 weeks)

12. What days will the inspectors be out in the field conducting this audit?

The inspectors will be working out in the field Monday through Saturday from 7am to 7pm.

13. Are the people conducting this audit PNM employees?

No, the inspectors are not directly PNM employees. They are contractors who work for a company that PNM has contracted with called TechServ.

14. How will I be able to identify the people who are conducting this audit?

TechServ inspectors will be driving around the PNM service area with vehicles equipped with PNM magnets on the sides. Each inspector will be branded with TechServ apparel and will each have a PNM contractor ID badge with them, as well as a letter from PNM confirming they are working on behalf of PNM to complete this important audit.

15. Who can I call if I have questions or want to confirm that the person in my neighborhood is in fact a TechServ employee working with PNM?

If you have questions or want to verify the inspector you may see in your neighborhood is a part of this audit, you can call PNM Customer Service at 888-DIAL-PNM, and they can help identify if TechServ is scheduled to be in your area at that time. You may also check PNM.com/2021PoleAudit for the inspection schedule and contact list.

16. Will I experience an outage because of this audit?

No. We do not anticipate any interruption of electric service because of this audit, as no physical work is being done for the audit. However, power outages do occur for a variety of reasons, so if you do happen to experience an outage please report it online at PNM.com, text #OUT to 78766, or call 888-DIAL-PNM.

17. Has PNM communicated information about this audit to customers?

Yes. PNM has communicated information about this project in a number of ways including statewide and local media, information in monthly bill inserts and articles in the monthly Energy Works newsletter, social media, and we have provided a webpage dedicated to the project: PNM.com/2021PoleAudit.

18. Is there a website that I can go to for more information?

Yes. Visit PNM.com/2021PoleAudit for information on this audit. Below are contacts for customers with access information or any issues with the audit.

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