

# Year in review



## energyworks®

A monthly resource for PNM customers

January 2019

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## How far does your dollar go?

If you compare where your money is spent on a daily basis, you'll find that electricity from PNM is a real bargain.

\*Represented costs use 2019 rate structure for 1A residential first block customers. Average appliance wattage assumptions from energ.gov.



## Need help paying your PNM bill?

The PNM Good Neighbor Fund, funded through the generosity of our employees, shareholders and customers was established to help people in need.

PNM customers who are facing a financial emergency can receive a grant to help pay part or all of a past-due PNM bill.

Visit [PNM.com/good-neighbor-fund](http://PNM.com/good-neighbor-fund) for more information.



The PNM Good Neighbor Fund



### PNM.com

Solar PV Program: [PNM.com/solar](http://PNM.com/solar)

Residential rebates & discounts: [PNM.com/rebates](http://PNM.com/rebates)

Business rebates & discounts: [PNM.com/bizrebates](http://PNM.com/bizrebates)

Energy tips & more: [PNM.com/save](http://PNM.com/save)

PNM Power Saver: [PNMPowerSaver.com](http://PNMPowerSaver.com) 1-866-471-7906

Refrigerator Recycling: [PNM.com/fridge](http://PNM.com/fridge) - 1-877-838-1139

PNM Sky Blue: [PNM.com/PNMSkyBlue](http://PNM.com/PNMSkyBlue)

Get your bill paperless via email: [PNM.com/paperless](http://PNM.com/paperless)

### Phone

Residential services:

1-888-DIAL-PNM  
(1-888-342-5766)

Call before you dig: 811

TDD – TTY: 1-800-640-9382

Call center hours:

Monday–Friday, 7:30A.M.–6P.M.  
(For outages, call 24/7)

### Email:

[pnm.customerservice@pnm.com](mailto:pnm.customerservice@pnm.com)

### Chat:

[PNM.com/contact-us](http://PNM.com/contact-us)

## Is your account up to date?



At the beginning of the year, it's a good idea to make sure your PNM account information is updated and correct. Occasionally, PNM may need to contact you, so it's important that the information we have for your account is current.

Review and update your information online at [PNM.com/login](http://PNM.com/login) or call **888-DIAL-PNM**.

*The energy efficiency line on your bill pays for programs that save energy and avoid the cost of new electricity generation.*

# Watt happened in



Happy New Year! PNM is excited to ring in 2019, and we are grateful to have the opportunity to provide safe and reliable power to each and every one of you. Let's take a quick moment to reflect on 2018.

## PNM GOOD NEIGHBOR FUND



50

low income events

\$462,051

paid toward electric bills

3,811

families served

\$3,075

donated to the GNF by PNM employees

## RELIABILITY AND SECURITY



1,594

transformers replaced

1,084,283

feet of wire replaced

1,330

poles replaced

Increased cyber and physical security at over

115

sites/facilities

Increased cyber and physical security at over

7

generating stations

## EMPLOYEE VOLUNTEERISM



720

employees donated 10,900 volunteer hours

\$200,000

in employee and retiree volunteer and matching grants

250

organizations supported

## SOLAR/RENEWABLE



100

MW total solar power

2,900

personal solar interconnections

Over 15,000

customer solar systems total

17.1

MW of solar power added

22%

of the capacity on the PNM system is from renewable resources

## WATTS THAT NUMBER

528,107

TOTAL NUMBER of PNM customers

## Outage Center



The online Outage Center provides you with resources to report new outages or view known outages on our outage map. You can also sign up for outage alerts and learn how to stay safe during an outage.

Visit [PNM.com/outage](http://PNM.com/outage) to learn more.

