

Beware Phone Scams



energyworks®

A monthly resource for
PNM customers

November 2019

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Forward Together

The way that energy is provided to New Mexicans is changing, and with that change PNM will need to **balance prices** and **environmental impact**, while continuing to provide **safe, reliable power** to customers.



We want to hear your ideas.

Join us as PNM develops its **Integrated Resource Plan** for the next 20 years of powering our state.



Visit **PNM.com/IRP** for more **information**



Receive \$50 to recycle your old refrigerator or freezer

That's right! We'll pay you \$50 to recycle your old working fridge or freezer and we will pick it up for free. This helps keep old, inefficient appliances off the grid and because we recycle them, they don't end up in a landfill. If you've purchased a new fridge or freezer, call us to recycle your old one and receive \$50. All you need to do is schedule your pickup online or by phone and we'll handle the rest.

Visit **PNM.com/fridge** or call 1-877-838-1139 to schedule a free pickup.

PNM.com

Solar PV Program: PNM.com/solar

Residential rebates & discounts:
PNM.com/rebates

Business rebates & discounts:
PNM.com/bizrebates

Energy tips & more: PNM.com/save

PNM Power Saver:

PNMPowerSaver.com 1-866-471-7906

Refrigerator Recycling:

PNM.com/fridge - 1-877-838-1139

PNM Sky Blue:

PNM.com/PNMSkyBlue

Phone

Residential services:

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

Call before you dig: 811

TDD – TTY: 711

Call center hours:

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

Email:

pnm.customerservice@pnm.com

Chat:

PNM.com

Get your bill paperless via email: PNM.com/paperless

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

WATTS
THAT NUMBER

140

The number of veterans
that PNM proudly employs.
Happy Veterans Day!



Beware Phone Scams

We continue to get reports that phone scammers are calling customers trying to get money.



Check your bill. If you have not received a bold disconnect notice on page 1, it's a scam.

If you are asked to purchase pre-paid gift cards, it is a scam.



If you are ever uncertain whether a caller is from PNM, hang up and call PNM at 1-888-DIAL-PNM (1-888-342-5766)



PNM doesn't disconnect service over weekends or on holidays.



A new way to request new service

The PNM Electric Service eRequest online system has been upgraded to improve your experience when submitting requests for new residential or commercial services, upgrades, and building subdivisions.

The website and forms have been streamlined to reduce the number the questions, pages, and steps necessary to submit a request. Active customer registrations and passwords will remain intact, and any previously-submitted or canceled requests will still be viewable in the registered customer's dashboard.

The updated eRequest website will be live sometime in early December at [PNM.com/erequest](https://www.pnm.com/erequest)



Copper theft

Not only is copper theft illegal and costs customers thousands of dollars to replace, but it also poses a serious safety hazard to the public and PNM employees.

Thieves steal copper and leave electrical wires damaged and exposed, creating a risk of shock or electrocution if someone were to come in contact with these wires.

PNM works with local law enforcement to prevent this crime, but we need your help. We collaborate with Albuquerque Metropolitan Crime Stoppers to fund tips that lead to copper theft arrests. If you have info on copper theft, call **Crime Stoppers** at **(505) 843-STOP (7867)**. Anonymous tips can also be submitted at **P3tips.com**.

